

DEPARTMENT OF TRANSPORTATION & MOBILITY



Title VI Non-Discrimination Plan Annual Update September 9, 2021

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www.tucsonaz.gov/tdot/title-vi-civil-rights

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I. NON-DISCRIMINATION POLICY STATEMENT



**REVISED
DEPARTMENT OF TRANSPORTATION
POLICY BULLETIN**

SUBJECT: Title VI Non Discrimination Policy Statement			NUMBER	PAGE	
			1.50	1 of 1	
			EFFECTIVE DATE: 9/9/2021		
X	All Divisions		Streets & Traffic Maint.	Transportation Director Approval:	Approval Date:
	Director's Office		Transit Services		
	Administrative		Park Tucson		
	Services Engineering		Planning &		
	Traffic Engineering		Programming		

NON-DISCRIMINATION POLICY STATEMENT

The City of Tucson, Department of Transportation assures that no person shall on the grounds of race, color, national origin, sex, age, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any sponsored program or activity. There is no distinction between the sources of funding.

The City of Tucson, Department of Transportation also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. If problems are found, those problems will be corrected as quickly as possible but will not take longer than 90 days. Additionally, the department will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When The City of Tucson, Department of Transportation distributes Federal-aid funds to another entity, all sub-recipients will be monitored to ensure compliance the non-discrimination plan.

II. 2021 TITLE VI STANDARD ASSURANCES

The **City of Tucson** (herein referred to as the "Recipient"), HEREBY AGREES THAT, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through *Federal Highway Administration and Arizona Department of Transportation*, is subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled *Non-discrimination In Federally-Assisted Programs Of The Department Of Transportation--Effectuation Of Title VI Of The Civil Rights Act Of 1964*);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);
- 23 C.F.R. Part 200 Subchapter C-Civil Rights (Title VI program implementation and related statutes)

The preceding statutory and regulatory cites hereinafter are referred to as the "Acts" and "Regulations," respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda and/or guidance, the Recipient hereby gives assurances that it will promptly take any measures necessary to ensure that:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity," for which the Recipient receives Federal financial assistance from DOT, including the Federal Highway Administration.

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these non-discrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its *Federal Aid Highway Program*.

1. The Recipient agrees that each "activity," "facility," or "program," as defined in §§ 21.23 (b) and 21.23 (e) of 49 C.F.R. § 21 will be (with regard to an "an "activity") facilitated or will be (with regard to a "facility") operated or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.
2. The Recipient will insert the following notification in all solicitations for bids, requests for proposals for work, or material subject to the Acts and the Regulations made in connection with

all *Federal Aid Highway Program* and, in adapted form, in all proposals for negotiated agreements regardless of finding source:

*"The **City of Tucson**, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252.42 U.S.C. §§ 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."*

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to a construct a facility or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
 - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
 - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.

10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

By signing this ASSURANCE, *City of Tucson* also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing *Federal Highway Administration or Arizona Department of Transportation* access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the *Federal Highway Administration or Arizona Department of Transportation*. You must keep records, reports, and submit the material for review upon request to *Federal Highway Administration, Arizona Department of Transportation*, or its designee in timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

City of Tucson gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the *Federal Highway Administration and Arizona Department of Transportation*. This ASSURANCE is binding on Arizona, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in the *Federal Aid Highway Program* the person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

City of Tucson
(Name of Recipient)

By _____
(Signature of Authorized Official)

Dated _____

APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, *Federal Highway Administration or the Arizona Department of Transportation*, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Non-discrimination:** The contractor, with regard to the work performance by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and Regulations relative to Non-discrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient, the *Federal Highway Administration or Arizona Department of Transportation* to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient, the *Federal Highway Administration, or Arizona Department of Transportation*, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the non-discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the *Federal Highway Administration or Arizona Department of Transportation*, may determine to be appropriate, including, but not limited to:
 - a. withholding payments to the contractor under the contract until the contractor complies; and/or
 - b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with request to any subcontract or procurement as the Recipient, the *Federal Highway Administration, or Arizona Department of Transportation* may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

APPENDIX B

CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

NOW, THEREFORE, the U.S. Department of Transportation as authorized by law and upon the condition that *City of Tucson* will accept title to the lands and maintain the project constructed thereon in accordance with *Title 23*, United States Code the Regulations for the Administration of *Federal Aid for Highways*, and the policies and procedures prescribed by the *Arizona Department of Transportation ,Federal Highway Administration and* the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252;42 42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the *City of Tucson* all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto *City of Tucson* and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on the *City of Tucson*, its successors and assigns.

The *City of Tucson*, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [.] [and]* (2) that the *City of Tucson* will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended[,and (3) that in the event of breach of any of the above-mentioned non-discrimination conditions, the Department will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S. Department of Transportation and its assigns as such interest existed prior to this instruction].*

*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.

APPENDIX C

CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the City of Tucson pursuant to the provisions of Assurance 7(a):

- A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add "as a covenant running with the land"] that:
 1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities,
- B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, City of Tucson will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.*
- C. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, City of Tucson will have the right to enter or re-enter the lands and facilities thereon, and the above-described lands and facilities will there upon revert to and vest in and become the absolute property of the City of Tucson and its assigns*.

*Reverted clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.

APPENDIX D

CLAUSES FOR CONSTRUCTION/USE/ACCESS TO REAL PROPERTY ACQUIRED UNDER THE ACTIVITY, FACILITY OR PROGRAM

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by *City of Tucson* pursuant to the provisions of Assurance 7(b):

- A. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended set forth in this Assurance.
- B. With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above Non-discrimination covenants, *City of Tucson* will have the right to terminate the (license, permit, etc., as appropriate) and to enter or re-enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.*
- C. With respect to deeds, in the event of breach of any of the above Non-discrimination covenants, *City of Tucson* will there upon revert to and vest in and become the absolute property of *City of Tucson* and its assigns.*

Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.

APPENDIX E

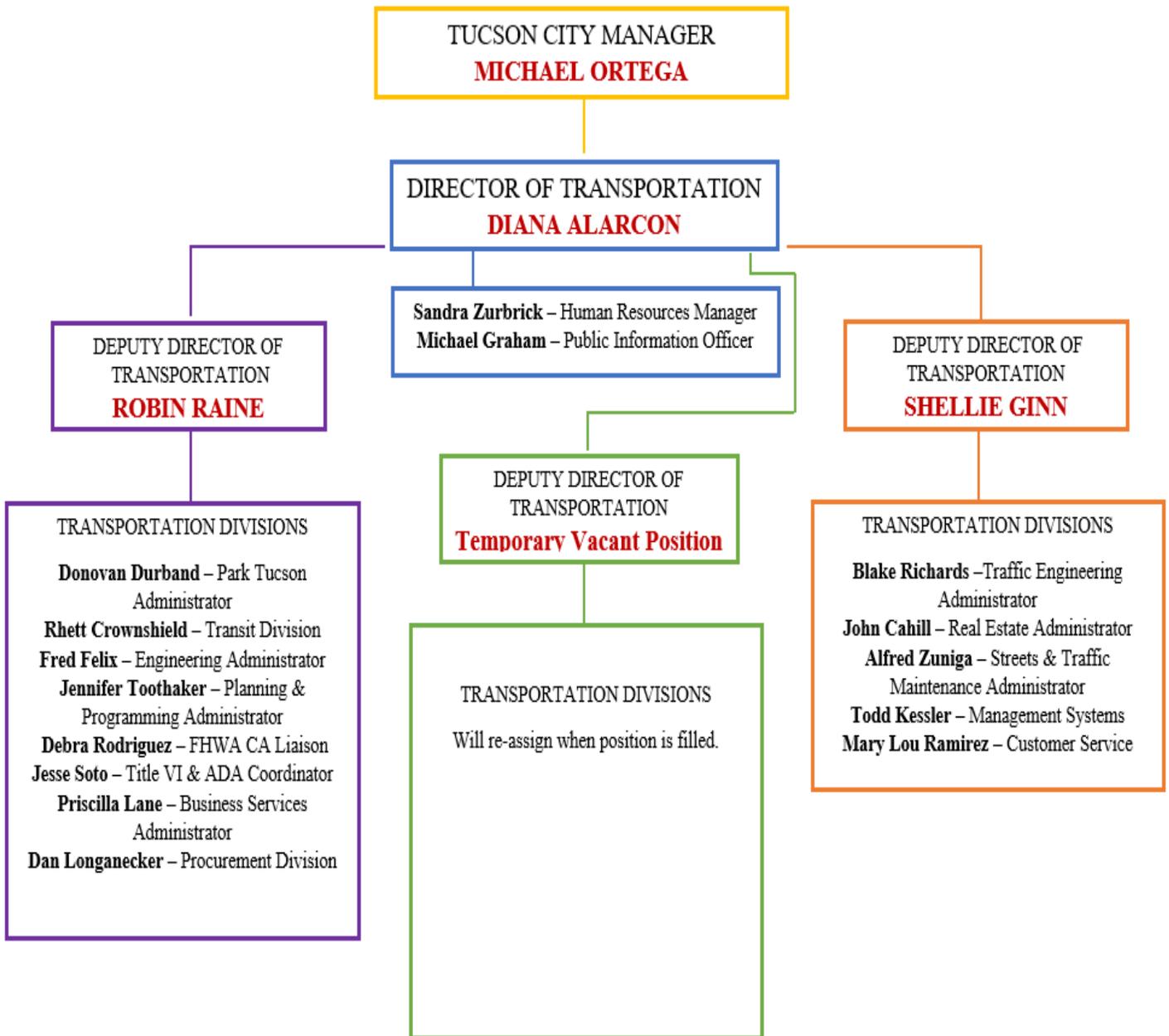
During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

Pertinent Non-Discrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin): and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et seq.*), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC. § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations.
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100).
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1687 *et seq.*)

III. DTM ORGANIZATION CHART

Title VI Coordinator Jesse Soto reports to the Tucson Department of Transportation & Mobility (DTM) Deputy Director Robin Raine. The Deputy Director reports to the Director of Transportation & Mobility Diana W. Alarcon. The Title VI Coordinator oversees the Title VI training for all the department personnel as well as investigations of discrimination. The Title VI Coordinator also works closely with the Office of Equal Opportunity Programs (OEO) of the City of Tucson and the City Attorney’s office, Civil Division to ensure equity and compliance. Additionally, constituent services and all complaints including Title VI complaints are recorded through the DTM Title VI Coordinator.



IV. DTM TITLE VI PROGRAM OVERVIEW

What is Title VI?

Title VI of the Civil Rights Act of 1964 is the federal law that protects individuals and groups from discrimination on the basis of their race, color and national origin in programs and activities that receive federal financial assistance. However, the Federal Highway Administration's (FHWA) reference to Title VI includes other civil rights provisions of federal statutes and related authorities to the extent that they prohibit discrimination in programs and activities receiving federal financial assistance.

Programs Covered

Federally assisted programs include any highway, project, program, or activity for the provision of services and for other benefits. Such programs include education or training, work opportunities, health, welfare, rehabilitation, housing, or other services, whether provided directly by DTM or indirectly through contracts or other arrangements with other agents.

What type of discrimination is prohibited under DTM's Title VI program?

Discrimination under our Title VI program is an action or inaction, intentional or not, through which any intended beneficiary, solely because of race, color, or national origin, has been otherwise subjected to unequal treatment or impact, under any DTM program or activity. Discrimination based on the grounds referenced above limit the opportunity for individuals and groups to gain equal access to services and programs. In administering federally assisted programs and activities, DTM cannot discriminate either directly or through contractual or other means by:

- Denying program services, financial aids or other benefits.
- Providing different program services, financial aids, or other benefits, or providing them in a manner different from that provided to others.
- Segregating or separately treating individuals or groups in any manner related to the receipt of any program service or benefit.
- Restricting in any way the enjoyment of any advantage or privilege enjoyed by others receiving any program service or other benefits.
- Denying persons, the opportunity to participate as a member of a planning, advisory or similar body.
- Denying persons, the opportunity to participate in the program through the provision of services or affording the opportunity to do so differently from those afforded others.

The primary goals and objectives of the City of Tucson's Title VI Program are:

1. To assign roles, responsibilities, and procedures for ensuring compliance with Title VI of the Civil Rights Act of 1964, and related regulations and directives.
2. To ensure that people affected by the City's programs and projects receive the services, benefits, and opportunities to which they are entitled without regard to race, color, or national origin.
3. To prevent discrimination in the City of Tucson's programs and activities, whether those programs and activities are federally funded or not.
4. To establish procedures for identifying impacts in any program, service, or activity that may create illegal adverse discrimination on any person because of race, color, or national origin; or on minority populations, low-income populations, the elderly, and all interested persons and affected Title VI populations.
5. To establish procedures to annually review Title VI compliance within specific program areas within the City.
6. To set forth procedures for filing and processing complaints by persons who believe they have been subjected to illegal discrimination under Title VI in the City's services, programs, or activities.

V. ADMINISTRATION OF TITLE VI PROGRAM & STAFFING

The City of Tucson, Department of Transportation & Mobility (DTM) assures that no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any sponsored program or activity. DTM also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. If problems are found, those problems will be corrected as quickly as possible but will not take longer than 90 days. DTM will take reasonable steps to provide meaningful access to services for persons with limited English proficiency. In order to accomplish the goals stated in Section IV, DTM has instituted proactive measures as described in this document. The complaint procedures are described in detail in section IX and provided online and in the appendix.

DTM staff work in cooperation with the City of Tucson Office of Equal Opportunity Program (OEOP) which implements and enforces equity policy for the City of Tucson including overseeing the Administrative Directives for LEP, ADA, Title VI of the Civil Rights Act as well as the City Code (Chapter 17). More specifics can be found at <https://www.tucsonaz.gov/oeop>. See Appendix for sample webpages and documents through OEOP.

Staffing Roles:

OEOP Director – Rebecca Hill

The Office of Equal Opportunity Programs (OEOP) implements and enforces equity policy for the City of Tucson. OEOP ensures the implementation and enforcement of non-discrimination policies in City employment. OEOP reviews reasonable accommodation options related to demotions and terminations stemming from the expressed inability to accommodate an employee. OEOP ensures that current City of Tucson facilities, programs/activities and services are accessible to persons with disabilities in accordance with Tucson City Code and the Americans with Disabilities Act of 1990 (ADA). OEOP ensures that persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English are afforded meaningful access to programs, services and/or activities in accordance with Section 602 of Title VI of the Civil Rights Act of 1964. OEOP investigates complaints from members of the public based on allegations that the City's programs and/or facilities are not accessible to those with disabilities. OEOP works closely with DTM staff and all City of Tucson Department to ensure equity and non-discrimination.

DTM Director – Diana W. Alarcon

The Director is responsible for supervising and administering the overall activities of the Department, its divisions, and employees. As such, the Director signs all necessary non-discrimination assurances to aid in ensuring all civil rights requirements are met. The Director sets DTM policy and establishes procedures to ensure Department-wide implementation of the non-discrimination plan. The Director provides opportunities for the Management Team to discuss, and problem solve any issues and to provide leadership through our monthly Leadership Education

and Development (LEAD) sessions. The Director provides guidance and strategic planning for all DTM initiatives and ensures our non-discrimination policies are implemented throughout the organization.

Title VI Coordinator – Jesse Soto

The Title VI Coordinator reviews the implementation annually including all DTM directives for any Title VI implications. Additionally, the Title VI Non-discrimination Program Coordinator's oversight includes ongoing program review and training not limited to:

1. Attend ADOT trainings, meetings, and onsite review visits in order to implement of DTM's Title VI program.
2. Work with the FHWA Certification Acceptance Liaison to submit all Title VI agency documents to the ADOT LPA section as requested through the Certification Acceptance process (see sample CA Assessment Status Report in Appendix).
3. Complete the onsite compliance review document as requested by ADOT's Office of Civil Rights; attend onsite compliance review as requested by ADOT.
4. Respond to request for information from ADOT's Office of Civil Rights.
5. Annually ensure the Title VI Assurances are signed by DTM Director.
6. Annually coordinate Title VI training for DTM.
7. Preparing and disseminating an annual report of accomplishments for the past year and goals for next year for ADOT by August 1st.
8. Updating the Title VI program plans annually and submitting to ADOT by August 1st.
9. Developing Title VI information for distribution to the general public as needed.
10. Monitoring public participation and awareness of Title VI policies and procedures for their effectiveness in reaching the public.
11. Providing guidance and technical assistance on Title VI matters with overall program responsibility for preparing required annual reports regarding Title VI compliance and initiating monitoring activities including developing and reviewing directives, procedures, monitoring, and resolution of deficiencies through process improvement and training.

Special Emphasis Program Reviews: Special emphasis program reviews will be conducted throughout the year and be used to determine the accomplishments and goals section of the annual report as well as the annual updated Title VI plan both due to ADOT August 1st. This will include periodic contract compliance review as well as collection of demographic data.

Annual Program Review Data: Program reviews will be conducted based on the annual summary of Title VI activities, achievements, and complaints. The reviews will be handled by the Title VI Coordinator to ensure compliance of Title VI provisions. The special emphasis groups will have quarterly reviews of their data collected as it relates to Title VI demographics. This data will be reviewed and utilized to determine if there is need to do further investigation into a specific program area.

Sub Recipient Review Procedures: Title VI program information will be dispersed to contractors and beneficiaries through inclusion of the Title VI language in contracts. DTM shall also ensure their sub-recipients adhere to state and federal laws and all written agreements or contracts shall include assurances that the sub-recipient must comply with Title VI and other related statutes and regulations. Each Subcontractor's contract must be approved by DTM to ensure all proper documentation related to the mandatory non-discrimination language is included. During the approval process, DTM staff or a party acting on behalf of DTM (construction management consultant), will review subcontracts to confirm the required Title VI information is included and complete a subcontract verification form that will be provided to the Title VI Coordinator.

All discrimination complaints against the subcontractors will be submitted to ADOT for investigation by FHWA, consistent with FHWA guidelines. In the event that non-compliance is discovered by FHWA, DTM will make a good faith effort to ensure the sub-recipient corrects any deficiencies arising out of the complaint.

Annual Report & Annual Training Dates: The Title VI Coordinator will be responsible for coordination of the annual training to the Tucson Department of Transportation & Mobility, and will submit the training records to ADOT.

Annual Title VI Plan Updates: A copy of Title VI Implementation Plan will be submitted to the ADOT Civil Rights Unit annually due August 1st which includes the annually signed policy statement, annually signed standard DOT assurances, annually updated organization chart, annually updated staffing overview and annually updated program review procedures.

Title VI Public Information/Constituent Services Program Coordinator – Jesse Soto

The Title VI Public Information Program Coordinator/Constituent Services works in all aspects of the Title VI program, particularly with outside agencies, Public Involvement firms and constituents.

1. Document Title VI complaints; forward all discrimination complaints to City of Tucson Office of Equal Opportunity Programs (OEOP). Forward all FHWA complaints and Title VI complaints to ADOT for investigation. Forward all other complaints to the appropriate division for investigation. See section IX for procedures.
2. Coordinate, update and oversee implementation of the Limited English Proficiency (LEP) plan and work in partnership with the OEOP Director to train Customer Service Representatives in the use of the "Language Line System."
3. Provide technical assistance, tools, and resources for implementing the Public Involvement plan in conjunction with the Public Relations Firm.
4. Coordinate with the Public Information Officer to ensure implementation of the Title VI, LEP, Public Involvement Plans in outreach, newsletters, press releases, printed posters, brochures, and updating website, using Social Media, and ensuring there is a process to communicate road impacts in alternate languages.

5. Collection of Public Meeting Checklists & data compilation from returned Title VI Survey Forms (see Appendix for samples).

Complaints: If any individual believes that he/she or any other program beneficiaries have been the object of unequal treatment or discrimination as to the receipt of benefits and/or service, or on the grounds of race, color, national origin (including Limited English Proficiency), he/she may exercise his/her right to file a complaint with the City. Complaints may be filed with the Constituent Services Program Coordinator.

Remedial Action: The City, through the Title VI Coordinator, will actively pursue the prevention of Title VI deficiencies and violations and will take the necessary steps to ensure compliance with all program administrative requirements. When deficiencies are found, procedures will be promptly implemented to correct the deficiencies and to put in writing the corrective action(s). The period to determine corrective action(s) and put it/them in writing to effect compliance may not exceed 90 days from the date the deficiencies are found.

Data Collection & Analysis: The City collects Title VI data through all public outreach activities, both in-person and virtual. Bilingual survey cards include three questions: race/ethnicity, age, and sex. Survey cards also include a section on “Title VI – Know Your Rights” below the survey questions. During the pandemic, many public meetings switched to a virtual format. At virtual meetings, the City will use Office 365 online surveys to gather the same information as the paper surveys. The City utilizes many outreach methods where survey cards are collected. This includes in-person public open house meetings, tabling events, festivals, popup or demonstration projects, neighborhood meetings, community walk audits, bike rides, workshops, and speaker events. Most of these formats have also been held virtually over the past year, or have taken a hybrid approach. At all events, brochures are also provided with background on Title VI and information on how and why Tucson collects demographic data.

The City of Tucson will compare data collected during the outreach process (survey cards with demographic data on age, race, sex) to census data found within the project area. To do so, the City will use census data and the online mapping tool Remix, which allows the City to set specific boundaries (such as a ¼ mile buffer along a corridor) and determine the demographics of the area. Data that will be collected using Remix, which includes population demographics, % of people that are non-White or of Hispanic/Latino origin, % of people who are 65+, % of people who are 17-, % of people who speak English less than “very well”, and % of people in poverty. By collecting this data, the city can determine who is attending public meetings. This information is used to improve outreach where disparate impact suggests that participants don’t reflect the demographics of the project area.

Public Meeting Preparation Checklist: This form is to be filled out prior to a public meeting, whether virtual or in-person, such as town hall meetings, open house meetings, or community events. Once the meeting has ended, return this filled out form to Jesse Soto, along with all Title VI surveys within 14 days of the event.

Project Name: _____
Project Manager: _____
Purpose of Meeting: _____
Date & Time: _____
Location: _____

Prior to the Meeting:

- Ensure paper mailings and online postings include the required statement “If you require a foreign language interpreter...”
- Document any requests for accommodations and notify Jesse Soto
- Review Demographics surrounding the project area on Remix and through census data, and provide all materials and vital documents in languages based on LEP population in the area
- Contact Jesse Soto and Michael Graham to arrange notifications with the media and online/social media
- Estimate the total number of attendees based on attendance at similar events, and print brochures and surveys

During the Meeting:

- Display Title VI Brochures and Posters at entrance or sign-in table
- Provide printed surveys and ask participants to fill out the surveys after signing in
- Count the total number of attendees

After the Meeting

- Return this form to Jesse Soto along with all collected Title VI surveys

Analysis:

After each public outreach event, the information collected from the surveys will be tallied and compared to base demographic data available in the project area. DTM staff will input this information in the table below to determine where discrepancies may exist. If there are discrepancies, the city will develop a report with a list of action items to improve representation that reflects the local community.

Data Comparisons Table

	<i>Event</i> % of Pop 65+	<i>Area</i> % of Pop 65+	<i>Event</i> % of Pop 17-	<i>Area</i> % of Pop 17-	<i>Event</i> Race & Demographic Breakdown	<i>Area</i> Race & Demographic Breakdown	<i>Event</i> % Female, Male
Discrepancy							

Program Area:

The program entails a Safe Routes to School project for Rio Vista Elementary School in North Tucson. The boundaries follow Limberlost Dr between 1st Ave and Campbell Ave. Information will be reviewed to ensure Title VI Compliance.

Data Collection:

Statistical data on age, race, and sex will be gathered and maintained by the DTM Title VI Coordinator, from the public outreach meetings and contract reviews and beneficiaries of FHWA federal aid projects. At public meetings, staff request participants to voluntarily complete survey forms (Survey Identification Cards can be found in Appendix E). From the data collected, staff will evaluate participants attending the public meetings and the estimates of prime and subcontractor participation, which will be analyzed for discriminatory trends and patterns to formulate special emphasis and LEP program areas utilized when reporting annually to the ADOT Civil Rights Office. The gathering procedures will be reviewed annually to ensure sufficiency of the data in meeting the requirements of the Title VI program and to help determine who attends public meetings and if any disparities are identified. If a deficiency is found, staff will review and observe data and compare the demographics found using census data on Remix for the target area, to determine if DTM needs to make any additional efforts to reach the appropriate individuals to participate in our projects. DTM will work with staff to provide resources and further training to achieve full compliance.

An example of this effort can be made in the Rio Vista Safe Routes to School Project, an ADA compliance project located in the northern area of Tucson. This project included new sidewalks, landscaping, and public art to both improve pedestrian connections to Rio Vista Elementary School and reflect the cultural heritage of the area. To ensure ADA accessibility, the project included ADA access ramps with detectable warning strips at all curbed road crossings, and detectable warning strips at Mountain Avenue (an uncurbed road crossing) and at all driveway crossings. Students and area residents now have a continuous, ADA accessible route to Rio Vista Elementary School along Limberlost Drive.

Title VI Data collection employed the following tactics: 1) Do an extensive process evaluation throughout the course of the program. 2) Do an outcome evaluation to understand the program impact /effectiveness. Outreach efforts for Title VI data was collected in a variety of ways, such as Neighborhood Association Meetings, and Open House Meetings. Title VI surveys provided information to evaluate language issues, age abilities, ADA requirements, and gender issues.

Demographic Data from the Project Area:

The project area follows Limberlost Dr. within only a couple blocks of the corridor between 1st Ave and Campbell Ave, for a total area of 0.1 square miles. This small area has a population of approximately 500 residents, of which 31% live in poverty and 55% are non-white or of Hispanic/Latino origin. (ACS, 2019) Additionally, approximately 12% of residents have Limited English Proficiency (LEP), and approximately 12% of residents are living with a disability. (ACS, 2019)

Actions to Address Deficiencies

Where deficiencies are found in representation at public meetings, a process will be initiated to 1) Identify problems or missteps in the outreach process, and 2) Develop recommended action items in a formal memo to improve representation and eliminate the deficiency. Both parts of the process will be organized, led, and documented by the ADA Coordinator, Jesse Soto.

1) Identifying the Challenges

The ADA Coordinator, Jesse Soto, will form a task group to evaluate the outreach deficiencies, with a form that documents issues and includes questions such as:

- What were the specific deficiencies in representation?
- Are there historical challenges for representation in this area?
- What strategies have worked best for improving representation previously?
- What type of outreach was conducted (i.e. did everything follow Title VI and City protocols for community engagement)?
- Who led the outreach effort?
- Was a review of area demographics completed in advance of the event/meeting?

2) Developing Solutions

By identifying the issues impacting representation, the city will develop a list of recommended actions for immediate and long-term improvements. These actions will be documented in the memo, with specific groups or individuals listed as “responsible parties” for implementing the recommendations. The ADA coordinator will oversee the follow up and ensure recommended strategies are applied prior to any and all future FHWA-funded programs, projects, or activities.

Public Dissemination: DTM will disseminate Title VI Program information to City employees and to the general public. Title VI Program information will be submitted to sub-recipients, contractors, and beneficiaries. Public dissemination will include inclusions of Title VI language in contracts and publishing the DTM’s Title VI Plan on the intranet and internet as well as publishing brochures and hanging posters in public areas. See appendix for samples of brochures and posters on the 4th, 5th and 6th floors of the Public Works building at 201 N. Stone where DTM is headquartered.

PAG/RTA Partnership: DTM works within the Pima Association of Governments’ (PAG) and Regional Transportation Authority (RTA) to use data, developed to show the concentration distribution of “protected” classes (as defined by federal regulation) within the region for long-range transportation planning and capital projects. DTM’s and PAG’s public involvement efforts have generated large databases of stakeholders and members of the general public identified through a variety of public involvement efforts over the years. Those records are utilized and include civic and community organizations serving Title VI populations, neighborhood and homeowner associations, environmental and business groups and other public groups. PAG/RTA ensure compliance with Title VI and related statutes.

See weblinks for detailed data analysis and long-range strategic transportation planning for the region.

RTA Title VI

<https://rtamobility.com/title-vi/>

PAG Title VI

<https://www.pagregion.com/rmap-tip.html>

FHWA Certification Acceptance Liaisons – Debra Rodriguez

Liaison will coordinate, compile, and submit to ADOT Local Public Agency (LPA) Section all FHWA / ADOT recertification documentation requested in order to ensure that the Arizona Certification Acceptance (CA) Program is renewed in a timely manner. This includes Civil Rights (Title VI, ADA, DBE) procedures as well as Procurement, Materials, Right-of-Way, Project Delivery, Internal Operations, Bid Analysis, Award, Subcontractor Approval, Performance Measures.

Liaison will work with DTM and City of Tucson staff as necessary to compile and submit the updated plans as part of the larger Certification Acceptance Program through FHWA and the ADOT LPA Section.

VI. PUBLIC PARTICIPATION PLAN

Tucson Department of Transportation and Mobility's (DTM) public involvement plan provides for full and fair participation for all potentially affected communities. Identifying these communities requires close coordination between the development and implementation of the public involvement effort and the data collection and analysis phases of the planning process, all of which are subject to Title VI and Environmental Justice provisions.

The data collection phase provides information on the protected populations, which are often synonymous with the underserved/under-represented populations and, therefore, may need particular attention in the public involvement effort. The analysis phase provides information on the potential level of impact to the various populations that will need to be integrated into those public involvement efforts seeking input on alternative development, alternative preferences, and/or mitigation. DTM addresses Title VI requirements both quantitatively and qualitatively with thorough public involvement and data analysis techniques.

To foster public participation, staff in each project ensures that information is readily accessible and ensures that the people likely to be affected by and/or interested in a program or project are identified and made aware of opportunities to participate. The following sections address each of these practices in more detail.

Access to DTM Information

DTM's documents, data, and information, with few exceptions, are a matter of public record. As such, any request from a member of the public for a DTM document is responded to in a timely manner. At a minimum, a written response is provided within one week of the receipt of a public information request.

Stakeholder Analysis

DTM staff analyzes who will be affected and/or interested in the planning issue or policy being developed. This involves identifying both internal and external stakeholders.

Internal stakeholders typically include DTM staff involved in related activities and other governmental agencies with jurisdiction or interest in the activity. External stakeholders typically include those non-governmental parties who may be affected by the activities and/or have an interest in them. This includes Title VI and Environmental Justice populations.

Many of DTM's projects have lists compiled of project-specific external stakeholders. For each new activity, or over the course of longer activities, these lists are reviewed to ensure they are up to date and reflect the broadest range of stakeholders reasonably possible. One common method for identifying additional stakeholders is to interview existing stakeholders to determine who else needs to be involved.

DTM's staff and project teams maintain large databases of stakeholders and members of the general public identified through a variety of public involvement initiatives over the years. These databases include civic and community organizations serving Title VI and Environmental Justice populations, neighborhood and homeowner associations, environmental and business groups, elected officials, and other public groups.

Public Notification of DTM Activities and Services

Promotion of inclusive and accessible public involvement includes regular efforts within each DTM program or project to notify a wide range of stakeholders and the general public regarding the information, data, funding, policy and issues being addressed.

Public information is presented in formats that are accessible to the intended audiences. DTM staff determines what information is appropriate to publicize and in what form.

For reaching the general public, the City of Tucson website, media outreach (e.g., news releases) and social media channels are encouraged. DTM promotes public meetings and notifications through Facebook, Twitter, Instagram and more recently Next Door, ensuring the highest reach of constituents possible.

For reaching stakeholder groups, distribution of public information documents such as reports and newsletters via direct mail also may be an effective communication method. The use of other methods is considered to promote equal access to information for targeted audiences. In particular, efforts to overcome barriers to accessing information among underserved populations, youth, and other individuals who may not have internet access or read newspapers are undertaken.

Public service radio announcements on Latino radio outlets are one method for reaching Hispanic populations, particularly non-English speaking residents. Additionally, underserved populations are no different than other populations in that they are more likely to read information distributed

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through trusted and familiar communications channels. Email is used to distribute notices to school and community-based newsletters for publication. Placement of English/Spanish information in libraries, community centers, or other public places is also used.

DTM also contracts community ambassadors, individuals assigned to specific projects that are familiar with the geographic area and community within a project area. Community ambassadors utilize their already established local networks to disseminate information and connect the community to the work of the department.

Spanish Translations

As indicated in DTM's Limited English Proficiency (LEP) Plan, Spanish is the predominant primary language spoken by those in the DTM Service area who speak English "less than very well."

Public information documents written in English, including meeting notices, include a tagline affirming that DTM will make reasonable accommodation to translate any materials in Spanish. As a rule, Spanish-speaking project personnel are on hand at public meetings intended for gathering input.

Spanish translations are used for activities targeted to the general public where Spanish language materials have been identified as beneficial, even without a request. Examples of materials to be translated include meeting notifications (e.g., flier or web posting). Additional information that is translated upon request includes any public meeting handouts, such as fact sheets, newsletters, and executive summaries of planning documents under review.

Task Force Composition

Efforts are made to assess the composition of DTM's task forces and advisory committees to ensure that invited members represent a cross-section of key stakeholder groups.

Geographic Analysis of Underserved Populations

The Title VI Coordinator will conduct periodic meetings internally with DTM staff to ensure sufficient data is being gathered (i.e., race, color, and national origin) to meet the requirements of the Title VI Program. Staff within each project periodically performs a basic assessment to identify the location of protected Title VI and Environmental Justice populations in relationship to the provision of information and planning products and services.

Pima Association of Governments' online regional data provide project staff with maps showing the location of protected Title VI and Environmental Justice populations for any specific geographic areas. ZIP Code maps are used to show locations of people in databases. The maps of protected populations and mailing list ZIP Codes are compiled as one way to demonstrate that protected populations are being notified and/or involved. This documentation is important for demonstrating compliance with Title VI and Environmental Justice provisions.

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Meeting Scheduling, Location and Access

Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may require scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.

When a public meeting or public hearing is focused on a planning study or project related to a specific geographic area within the DTM region, the meeting or hearing is held within that geographic area. Appropriate elected officials as identified in the stakeholder analysis are consulted and/or informed of relevant outreach activities within their jurisdictions.

Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible. They may also be held in non-traditional venues in areas that tend to have lower turnout to more traditional open house style meetings. DTM has held meetings in local restaurants, outside of public buildings during events and other locations.

More recently during the COVID-19 pandemic, DTM has shifted from in-person public meetings to virtual meetings held online. These meetings include a call-in option so that those without internet or computer access are still able to join.

Title VI Information on the DTM Website

DTM maintains a Title VI section on the DTM website where the public can learn about DTM's Title VI commitments, Non-Discrimination Policy and Limited English Proficiency Plan, as well as download the Title VI complaint process and complaint form. These materials are posted in both English and Spanish. A "Google Translate" button is also included in the Title VI webpage to allow users to translate the entire DTM website into over 50 languages. The public can access the English and Spanish versions of the Title VI web pages from DTM's homepage.

<https://www.tucsonaz.gov/tdot/title-vi-civil-rights>

VII. LIMITED ENGLISH PROFICIENCY PLAN

Purpose/Legal Authority

The City of Tucson Department of Transportation and Mobility (DTM) is committed to providing meaningful access to consumers of DTM program, services and/or activities. Individuals who do not speak English as their primary language and have a limited ability to read, write, speak or understand English are considered Limited English Proficient (LEP). This language issue may prevent individuals from accessing services and benefits. It may also be a barrier that prevents meaningful access to public participation and input on public projects. It is important that DTM be innovative and proactive in engaging individuals including oral and written language services to LEP individuals as detailed under the “Language Assistance Measures” portion of this document.

This plan is consistent with Executive Order 13166 - Improving Access to Services for Persons with Limited English Proficiency which is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. In some circumstances, failure to ensure that LEP persons can effectively participate in federally assisted programs may constitute discrimination based on national origin under Title VI. In order to comply with Title VI, agencies are required to take reasonable actions for competent language assistance. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services that are normally provided in English. Executive Order 13166 clarifies requirements for LEP persons under Title VI. This Executive Order requires the agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services.

Four Factor Analysis

There are four factors DTM considered when assessing language needs and determining what steps they should take to ensure access for LEP persons:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service.

Spanish speakers are the primary LEP persons likely to be encountered by DTM. For Pima County, the United States Census Bureau information from 2019 shows that the total population is 1,047,279. Spanish is spoken by 395,871 people, or 37.8% of the population. Of those who speak Spanish, 115,990 people (29.3%) reported speaking English less than “very well.” These Spanish-speaking LEP persons comprise of 11% of the total population of Pima County. Other languages spoken such as Asian, comprise of 3.3% and are a smaller proportion of the total population of Pima County (5%), and those who identified themselves as LEP persons in these other languages comprise only 1.4% of the total population of Pima County.

For the City of Tucson, the United States Census Bureau information from 2019 shows that the total population is 548,073. Spanish is spoken by 238,959 or (43.6%) of the population.

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Of those who speak Spanish, 75,033 people or (31.4%) reported speaking English less than “very well.” Other languages spoken such as Asian, comprise of 3.2% total population and are a smaller proportion of the total population of City of Tucson (5%), and those who identified themselves as LEP persons in these other languages comprise only 1.5% of the total population of the City of Tucson.

2. The frequency with which LEP individuals come in contact with the program.

DTM assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes examining census data, phone inquiries, requests for translated documents, and staff feedback. As discussed above, census data indicate that there is a fairly large percentage of the general population of Tucson who are Spanish speaking LEP persons. As a transportation agency, it is necessary for DTM to recognize this segment of the general population. Phone inquiries and staff feedback also indicate that Spanish-speaking LEP persons have regular contact with the DTM services.

3. The nature and importance of the program, activity or service provided by the recipient to people’s lives.

DTM keeps Tucson moving smoothly and safely. DTM's nearly 300 employees oversee the maintenance, new construction, and reconstruction of nearly 4,400 lane miles of streets, and are responsible for stormwater and flood control services, public art pieces, streetlights and signs, and traffic signs and signals in Tucson. DTM also operates the city's transit services, Sun Tran and Sun Link, and Van Tran.

4. The resources available to the recipient and costs.

DTM continually assesses its available resources that may be used to provide language assistance. As internal guidance, Administrative Directive 2.05-9 ensures that there is a Language communication skill compensation for employees and Administrative Directive 2.01-1D establishes language services for LEP customers. See appendix.

Resources include identifying bilingual staff, training front-line personnel in the use of the Language Line resource, reviewing the existing City contracts for professional translation-services providers, determining which documents should be translated, and deciding on the level of staff training needed.

Components of the DTM LEP Plan

In accordance with the four factors above, DTM developed the following Plan for providing language assistance to LEP persons.

There are five areas that comprise the DTM LEP Plan:

1. Identifying LEP individuals who need language assistance

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2. Language assistance measures, including Language Line for front-line staff
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the LEP Plan

1. Identifying LEP individuals who need language assistance

Primarily, DTM has used Remix 2020 data to determine the language needs of the community. This data indicates that Spanish-speaking LEP persons are the primary group requiring language assistance. This information can also be used to identify concentrations of LEP persons within the service area. There are ten zip code areas with a higher percentage of LEP persons than average for the overall Tucson population. They are as follows: 85701, 85705, 85706, 85711, 85713, 85714, 85719, 85730, 85745 and 85746.

In general, there are higher populations of LEP persons on the south and west sides of the City of Tucson and specifically in the area located between I-10 and I-19. Identifying concentrations of LEP persons helps to ensure that they receive the necessary language assistance measures. In addition to using Census data & Remix, and input from customer service representatives, DTM also uses these tools to measure and identify individual persons who may need language assistance:

- At open houses, public meetings, and other events, DTM staff will collect data from received Language Identification Flashcards (see appendix for sample flashcards).
- DTM will post notice of available language assistance in all customer service areas to encourage LEP persons to self-identify.
- DTM will use the Self-Identification Survey cards at public meetings and encourage LEP persons to self-identify.
- Ongoing strategies as needed to ensure meaningful access to all public events.

2. Language assistance measures

In order to provide meaningful access and exemplary customer service, there are several language assistance measures available at DTM. Whether in person, by telephone, or in writing, DTM includes both oral and written language services. There are also various ways in which DTM staff responds to LEP persons. See LEP Flowchart and Administrative Directive 2.05-9 “Services for Language Access Policy for Limited English Proficiency” in the Appendix.

Some of the measures used by DTM to provide Language Assistance:

- Use of the Language Line System implemented in 2018 (see item 6)
- Use of Language Identification Flashcards to determine needs and arrange for interpreter and/or translator (see appendix)
- Spanish-speaking personnel are on hand at public meetings or open houses intended for providing information and gathering public input.

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- Automated phone system that transfers Spanish-speaking callers to a bilingual Customer Service Representative.
- Bilingual Customer Service Representatives are also available to respond to any email/written correspondence in Spanish.
- DTM provides Second Language Pay/Stipend for employees whose classification has been determined to have a significant interaction with the public. See appendix for Administrative Directive 2.05-9. See appendix for a list of DTM employees receiving stipend.
- DTM website allows for user to select a language and automatically translates the website and online forms. See appendix for example of Street Maintenance Request form in Spanish.
- Written language services are available. Documents that are determined to be vital - documents without which a person would be unable to access services - are translated into Spanish. Some examples may include, but are not limited to: Open House Invitations, Meeting Announcements, Prevent Stormwater Pollution, Right of Way Permits, ADA Paratransit Eligibility Application, Reduced Fare Programs for Sun Tran.
- City of Tucson contracts with translation and interpretation services not limited to written and oral translation and interpretation of Spanish and exotic languages, signing for the hearing impaired, and Braille, large print, and audio cassette conversion for the visually impaired (see appendix for procurement memo).

To ensure that bilingual staff service providers are competent, they must demonstrate proficiency and the ability to communicate information accurately in both English and Spanish. Proficiency is determined by the City of Tucson Human Resources Department. Contracted professional services are used to translate more complex and lengthy information, and for immediate LEP customer interactions, including sign-language interpretation with falls under both LEP and ADA.

All Customer Service Representatives are also responsible for recording general service complaints and forwarding them to the appropriate divisions as necessary. DTM oral language services include bilingual staff in customer service centers, field services, and public information functionality – a bilingual staff member is available most of the time.

3. Training Staff

The DTM Title VI Coordinator will be responsible for the overall Title VI related training. The Title VI Coordinator will organize and or conduct at a minimum of one training session for DTM staff annually focused on Title VI and the LEP Line. In addition, any trainings regarding Title VI and the requirements for all subcontractors will be included at every project Pre-Construction meetings. The DTM Title VI Coordinator and any additional DTM staff will attend all trainings offered by Arizona Department of Transportation, Civil Rights Office.

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It is important that staff members, especially those having contact with the public, know their obligation to provide meaningful access to information and services for LEP persons. All front-line personnel in Transportation and Mobility, Park Tucson and Streets and Traffic were trained in the Language Line system. This system enables front-line staff to call Language Line by phone for translation services in more than 240 languages from any phone 24/7. Even staff members who do not interact regularly with LEP persons should be aware of and understand the LEP Plan. Training staff is a key element in the effective plan implementation.

The primary DTM staff groups critical to the LEP Plan are front-line staff who have a reasonable opportunity to come in contact with an LEP individual. These positions include but are not limited to: Customer Service Representatives (CSRs), Secretaries, Public Info Specialists & Supervisors. These staff positions typically have the most frequent contact with LEP persons through daily interaction with DTM customers, either in-person or by telephone. These groups are most likely to encounter LEP persons and thus to provide language assistance. LEP training (including training in the Language Line System) for these groups occurs during their initial departmental training.

Due to the recent COVID-19 pandemic and restrictions on in-person meetings, trainings have been limited. February 2021, Jesse Soto Title VI Coordinator, attended a virtual MOD ADOT Training Certification and in June 2021 he also attended a virtual 1 Day Title VI Training. On August 23, 2021, DTM held the Annual ADA & Title VI training for front line staff and customer service representatives and project managers. The presentation was sent to those who were unable to attend, to view at their own discretion. DTM's Title VI Presentation is attached – Appendix Q.

DTM Administrators and Supervisors of areas that have public contact are crucial in implementing LEP policy. Copies of the LEP Plan are distributed to all Department Administrators/Division Heads, and it is their responsibility to disseminate LEP Plan information and Language Line Access Guides to appropriate staff. A summary of the LEP Plan should be addressed during DTM new employee orientation program. Topics to be addressed during training for new employees and revisited for continuing DTM employees include, but are not limited to:

- Understanding the Title VI LEP responsibilities
- Overview of language assistance services offered by DTM
- Specific procedures to be followed when encountering an LEP person
- How to use the “I Speak” multi-language identification flashcards
- How to contact Language Line translation services if needed

Public Information staff members are also a key element in the implementation of the LEP Plan. They produce nearly all written forms of communication to the customer base and community and are diligent in ensuring that the LEP Plan is followed in serving LEP customers. The DTM Public Information Officer works closely with the Title VI Coordinator to ensure compliance in all public matters.

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Additionally, Title VI Coordinator Jesse Soto attends the monthly Title VI sponsored AZ ADA Coordinators Coalition meetings, an organization whose mission is to develop an ongoing collaborative network for ADA coordination that offers support through continuous education, sharing of resources, expertise, and best practices. Through these meetings, DTM receives and discusses the latest news and information regarding best practices for accessibility, effective communication, emergency preparedness, and various other topics related to our ability to best serve the public.

4. Providing notice to LEP persons

There are several ways that DTM provides notice to LEP persons that language assistance measures are available, through both oral and written communications. This includes but is not limited to:

- Posters in English and Spanish in public waiting areas and meetings
- Brochures in English and Spanish in public waiting areas and meetings
- “I Speak” multi-language identification cards
- Multi-lingual phone lines
- Multi-lingual website using “Google Translate”

5. Language Line System

Language Line is a company that provides interpretation services over the phone. Subsequent trainings have been postponed due to the COVID-19 pandemic, DTM intends to continue attending Language Line trainings once they are available and it is safe to attend in person. DTM LEP Training Presentation Attached – Appendix R

The City of Tucson Department of Transportation and Mobility has an account with Language Line and front-line personnel are trained in this valuable resource. If a front-line person receives a call from a constituent speaking an unknown language, the person places the call on conference hold and places a call to Language Line. The front-line person tells the operator what language is needed, or if it is unknown what language the person is speaking, the representative at Language Line will help determine the language. The limited-English speaker is then added to the line.

6. Monitoring and updating the LEP Plan

The LEP Plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services, and to update the LEP Plan when appropriate.

National Origin Discrimination Complaints

National origin discrimination complaints from LEP persons should be forwarded to the

TITLE VI NON-DISCRIMINATION PLAN

City of Tucson's Equal Opportunity Program Division (OEOP) according to City policy. DTM follows the City's OEOP process for filing a complaint. Complaint forms for both external and internal complaints can be found online at:

<https://www.tucsonaz.gov/oeop/chapter-17-complaints>

The City of Tucson's Administrative Directive #2.05-9 "Services for Language Access Policy for Limited English Proficiency (LEP) can be found on the City's website.

<http://www.tucsonaz.gov/hr/administrative-directives>

Dissemination of the LEP Plan

Along with all City of Tucson Departments, the DTM LEP Plan is posted on the OEOP's Intranet website. Copies of the LEP Plan are provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the LEP Plan upon request.

<http://www.tucsonaz.gov/oeop/limited-english-proficiency-lep>

TITLE VI NON-DISCRIMINATION PLAN

VIII. ENVIRONMENTAL JUSTICE (EJ)

Compliance with Title VI includes ensuring that no minority or low-income population suffers “disproportionately high and adverse human health or environmental effect” due to any “programs, policies and activities” undertaken by any agency receiving federal highway funds. This obligation will be met by the City in the following ways:

- When planning specific programs or projects, identifying those populations that will be affected by a given program or project.
- If a disproportionate effect is anticipated, following mitigation procedures.
- If mitigation options do not sufficiently eliminate the disproportionate effect, discussing and, if necessary, implementing reasonable alternatives.

Disproportionate effects are those effects which are appreciably more severe for one group or predominantly borne by a single group. The City will use U.S. Census data to identify low income and minority populations.

Where a project impacts a small number or area of low income or minority populations, the City will document that:

- Other reasonable alternatives were evaluated and were eliminated for reasons such as the alternatives impacted a far greater number of people or did greater harm to the environment; etc.
- The project’s impact is unavoidable.
- The benefits of the project far out-weigh the overall impacts; and
- Mitigation measures are being taken to reduce the harm to low income or minority populations.

If it is concluded that no minority and/or low-income population groups are present in the project area, the City will document how the conclusion was reached. If it is determined that one or more of these population groups are present in the area, the City will administer potential disproportionate effects test.

The following steps will be taken to assess the impact of projects on minority and/or low-income population groups:

STEP ONE: Determine if a minority or low-income population is present within the project area. If the conclusion is that no minority and/or low-income population is present within the project area, document how the conclusion was reached. If the conclusion is that there are minority population groups and/or low-income population groups present, proceed to Step Two.

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STEP TWO: Determine whether project impacts associated with the identified low income and minority populations are disproportionately high and adverse. If it is determined that there are disproportionately high and adverse impacts to minority and low-income populations, proceed to Step Three.

STEP THREE: Propose measures that will avoid, minimize and/or mitigate disproportionately high and disproportionate adverse impacts and provide offsetting benefits and opportunities to enhance communities, neighborhoods and individuals affected by proposed project.

STEP FOUR: If after mitigation, enhancements and offsetting benefits to the affected populations, there remains a high and disproportionate adverse impact to minority or low-income populations, then the following questions must be considered:

Question 1: Are there further mitigation measures that could be employed to avoid or reduce the adverse effect to the minority or low-income population?

Question 2: Are there other additional alternatives to the proposed action that would avoid or reduce the impacts to the low income or minority populations?

Question 3: Considering the overall public interest, is there a substantial need for the project?

Question 4: Will the alternatives that would satisfy the need for the project and have less impact on protected populations (a) have other social economic or environmental impacts that are more severe than those of the proposed action (b) have increased costs of extraordinary magnitude?

STEP FIVE: Include all findings, determinations or demonstrations in the environmental document prepared for the project.

IX. FILING A TITLE VI COMPLAINT

FHWA Title VI Complaint Process

These procedures apply to all complaints filed under the Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 as they related to any Federal Highways Administration program or activity administered by the Tucson Department of Transportation and Mobility, its sub-recipients, consultants and contractors. In addition to these procedures, complainants reserve the right to file formal complaints with other state or federal agencies or take legal action for complaints alleging discrimination.

Required procedures for FHWA Title VI Complaints filed against the Tucson Department of Transportation and Mobility, DTM's sub-recipients, or contractors and consultants:

- 1) Any person, specific class of persons or entity that believes they have been subjected to discrimination on an FHWA-related activity or program as prohibited by the legal provisions of Title VI on the basis of race, color, national origin, can file a formal complaint with the Tucson Department of Transportation and Mobility. A copy of the Complaint Form may be accessed electronically at: <https://www.tucsonaz.gov/tdot/title-vi-civil-rights>
- 2) The complaint must be filed within 180 days of the alleged discrimination and include the date the alleged discrimination became known to the complainant or the last date of the incident.
- 3) Complaints should be in writing, signed, and may be filed by mail, fax, in-person or e-mail. However, the complainant may call the Tucson Department of Transportation & Mobility and provide the allegations by telephone for transcription. Once transcribed, the Tucson Department of Transportation and Mobility will send the written complaint to the complainant for correction and signature.
- 4) A complaint should contain at least the following information:
 - a) A written explanation of what has happened;
 - b) A way to contact the complainant;
 - c) The basis of the complaint (e.g., race, color, national origin);
 - d) The identification of a specific person/people and the respondent (e.g., agency/organization) alleged to have discriminated;
 - e) Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal Highway Administration financial assistance; and is a consultant, contractor or sub-recipient of the Tucson Department of Transportation and Mobility and
 - f) The date(s) of the alleged discriminatory act(s).
- 5) Upon receipt of a completed complaint, the Tucson Department of Transportation and Mobility will forward all FHWA Title VI complaints to Arizona Department of Transportation (ADOT) Civil Rights Office (CRO) within 72 hours.

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- 6) ADOT CRO will forward all FHWA Title VI complaints to the FHWA Division Office.
- 7) All Title VI complaints received by the FHWA Division Office will be forwarded to the FHWA Office of Civil Rights for processing and potential investigation.
- 8) If the FHWA Office of Civil Rights determines a Title VI complaint against a sub-recipient can be investigated by ADOT CRO, the FHWA Office of Civil Rights may delegate the task of investigating the complaint to ADOT CRO. ADOT CRO will conduct the investigation and forward the Report of Investigation to the FHWA Office of Civil Rights for review and final disposition.
- 9) The disposition of all Title VI complaints will be undertaken by the FHWA Office of Civil Rights, through either (1) information resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI. A copy of the Letter of Finding will be sent to the FHWA Division Office.

ADOT Civil Rights Office

206 S. 17th Avenue, Mail Drop 155A
Phoenix, AZ 85007
Email: civilrightsoffice@azdot.gov
602.712.8964
602.239.6257 FAX

Federal Highway Administration
U.S. Department of Transportation
Office of Civil Rights
1200 New Jersey Avenue, SE
8th Floor E-81-105
Washington, DC 20590
Email: CivilRights.FHWA@dot.gov
202.366.0693
202.366.1599 FAX

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To file a complaint or with assistance filing a complaint contact:

Jesse Soto, DTM Title VI Coordinator
DTM Public Information & Involvement
201 North Stone Avenue
Tucson, Arizona 85701
(520) 791-4371

<https://www.tucsonaz.gov/tdot/title-vi-civil-rights>

In order for DTM to investigate, a Complaint of Title VI Discrimination Form must be completed. A DTM staff member may assist the complainant with documenting the issues if necessary. In order to ensure an accurate and expeditious process, the following guidelines must be met:

1. Complaint shall be in writing and signed by the complainant(s) and must include complainant(s)' name, address and phone number.
2. Provide date of the alleged act of discrimination; date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct.
3. Present a detailed description of the issues including names and job titles of those individuals perceived as parties in the complained-of-incident.
4. Allegations received by fax or email will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to submit a signed, original copy of the fax or email transmittal in person or via U.S. mail.
5. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A Complaint of Title VI Discrimination Form will be forwarded to the complainant to complete, sign and return to DTM for processing.
6. Once the Complaint of Title VI Discrimination Form is received, the DTM Coordinator will log the complaint and review the complaint for completeness of information.
7. If the Title VI Discrimination complaint is found to be outside of DTM's jurisdiction, the Coordinator will forward the complaint to the appropriate agency and work with the agency to ensure that the complaint is filed correctly.
8. If the Title VI discrimination complaint is within DTM jurisdiction, DTM will submit the complaint to Arizona Department of Transportation's (ADOT) Civil Rights Office (CRO).

Items that should not be considered a formal complaint: (unless the items contain a signed cover letter specifically alleging a violation of Title VI) include but are not limited to:

1. An anonymous complaint that is too vague to obtain required information
2. Inquiries seeking advice or information
3. Courtesy copies of court pleadings
4. Newspaper articles
5. Courtesy copies of internal grievances

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- **Records**

All records and investigative working files are maintained in a confidential area. Records are kept for three years. The complaint log will be maintained by the Title VI coordinator in a binder. All other documentation will be filed by complaint year and number.

APPENDIX DOCUMENTS

APPENDIX A - TITLE VI ONLINE RESOURCES/COMPLAINT FORM



Submitting a Title VI Complaint

Any person who believes that he or she, either individually, as a member of any specific class of persons, or in connection with any minority contractor, has been subjected to discrimination prohibited by Title VI of Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 may file a complaint at no charge. A formal complaint must be filed in person or via U.S. Mail within 180 calendar days of the alleged act of discrimination or of the date when the alleged discrimination became known to the complainant (s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct. This timeframe is prescribed by 49 CFR 21.11 (b). For your convenience, visit DTM's main office at the Public Works Building, 201 N. Stone Ave., 6th Floor, Tucson, AZ 85701. DTM does not accept confidential information, such as this complaint, via e-mail.

- [Submit a Title VI Complaint \(PDF form\)](#)

TITLE VI NON-DISCRIMINATION PLAN



TUCSON DEPARTMENT OF TRANSPORTATION & MOBILITY
COMPLAINT OF TITLE VI & ADA DISCRIMINATION

Tucson Department of Transportation and Mobility (DTM), as a recipient of federal financial assistance, is required to ensure that its services and related benefits are distributed in a manner consistent with Title VI of the Civil Rights Acts of 1964, as amended. Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination under Title VI, on the basis of race, color, or national origin, may file a written complaint with DTM.

We are asking for the following information to assist us in processing your complaint. If you need help in completing this form, please let us know.

Submit your signed complaint and any attachments to:

JESSE SOTO
TDOT TITLE VI /ADA COORDINATOR
201 N. Stone Ave., 6th Floor, Tucson, AZ 85701
520-793-4259 (PHONE), 520-793-4608 (FAX)
Jesse.Soto@tucsonaz.gov

Departamento de Transporte de Tucson y MOVILIDAD (DTM) como recipiente de ayuda financiera federal, es requerida a asegurar que sus servicios y servicios relacionados son distribuido de una manera consistente con el Título VI de la ley de los Derechos Civiles de 1964, con sus enmendadas. Si usted cree que individualmente o como parte de una clase específica de personas ha sido discriminado bajo el Título VI, basado en su raza, color, o nacionalidad, puede presentar una queja escrita con DTM. Le pedimos la siguiente información para poder procesar su queja.

Si necesita ayuda para llenar este formulario, por favor pónganse en contacto con DTM.

Entregue el formulario con su firma y paginas adicionales a:

JESSE SOTO
TDOT TITLE VI /ADA COORDINATOR
201 N. Stone Ave., 6th Floor, Tucson, AZ 85701
520-793-4259 (PHONE), 520-793-4608 (FAX)
Jesse.Soto@tucsonaz.gov

1. COMPLAINANT INFORMATION / RECLAMANTE INFORMACIÓN

Name/Nombre

Street Address/Dirección

City/Ciudad

State/Estado

Zip/Código Postal

Telephone/Numero de Teléfono

Email Address/Dirección de Correo Electrónico

2. PERSON DISCRIMINATED AGAINST / PERSONA QUE FUE DISCRIMINADA

(If someone other than the complainant / si no es la misma que el reclamante)

Name/Nombre

Street Address/Dirección

City/Ciudad

State/Estado

Zip/Código Postal

Telephone/Numero de Teléfono

Email Address/Dirección de Correo Electrónico

TITLE VI NON-DISCRIMINATION PLAN

**3. WHICH OF THE FOLLOWING BEST DESCRIBES THE REASON YOU BELIEVE THE DISCRIMINATION TOOK PLACE?:
EN SU OPINIÓN, ¿EN QUE SE BASARON ESAS ACCIONES DISCRIMINATORIAS?:** (Specify / Especifique)

- | | |
|-----------------------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Race / Raza (Specify / Especifique) _____ | <input type="checkbox"/> National Origin / Nacionalidad _____ |
| <input type="checkbox"/> Disability / Incapacidad - Impedimento _____ | <input type="checkbox"/> Sex / Sexo _____ |
| <input type="checkbox"/> Color / Color _____ | <input type="checkbox"/> Age / Edad _____ |

4. DATE OF THE ALLEGED DISCRIMINATION / FECHA DE LA SUPUESTA DISCRIMINACIÓN: _____

5. IN THE SPACE BELOW, PLEASE DESCRIBE THE ALLEGED DISCRIMINATION
(Explain what happened and who you believe was responsible. Include names and contact information of persons who may have knowledge of the alleged discrimination. If additional space is needed, add a piece of paper.)

5. EN EL ESPACIO ABAJO, DESCRIBA EL SUPUESTO ACTO DE DISCRIMINACIÓN.
(Explique lo más claro posible lo que pasó y quien usted piensa es el responsable por el supuesto acto. Incluye los nombres de las personas que puedan tener conocimiento del supuesto acto y cómo contactarlas. Si necesita espacio adicional, agregue una hoja de papel.)

6. HAVE YOU FILED A COMPLAINT OF THE ALLEGED DISCRIMINATION WITH A FEDERAL, STATE, OR LOCAL AGENCY, OR WITH A STATE OR FEDERAL COURT? / ¿HA PRESENTADO USTED (O LA PERSONA QUE FUE DISCRIMINADA) LA QUEJA ANTE UNA AGENCIA DEL GOBIERNO FEDERAL, ESTATAL, O LOCAL? ¿O ANTE LA CORTE ESTATAL O FEDERAL?

Yes / Sí No / No

If yes, check all that apply / por favor marque las respuestas que la corresponden:

- | | |
|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| <input type="checkbox"/> Federal / Federal (Specify / Especifique) _____ | <input type="checkbox"/> Federal Court / La Corte Federal (Specify / Especifique) _____ |
| <input type="checkbox"/> State / Estatal (Specify / Especifique) _____ | <input type="checkbox"/> State Court / La Corte Estatal (Specify / Especifique) _____ |
| <input type="checkbox"/> Local / Local (Specify / Especifique) _____ | |

PLEASE PROVIDE THE NAME OF THE AGENCY WHERE YOU FILED YOUR COMPLAINT / ¿ANTE QUÉ AGENCIA USTED PRESENTÓ LA QUEJA?

Agency / Agencia: _____ Agency Contact / Nombre del Investigador o representante: _____

7. WHAT WOULD YOU CONSIDER AN APPROPRIATE RESPONSE TO YOUR COMPLAINT? / ¿CUÁL CONSIDERARÍA USTED UNA RESPUESTA ADECUADA A SU QUEJA?:

8. PLEASE SIGN BELOW. YOU MAY ATTACH ANY ADDITIONAL INFORMATION YOU THINK IS RELEVANT. / POR FAVOR, FIRME EL FORMULARIO. ADJUNTE CUALQUIER INFORMACIÓN ADICIONAL QUE USTED CREE ES PERTINENTE CON SU QUEJA.

Signature of Complainant / Firma del reclamante

Date / Fecha

TITLE VI NON-DISCRIMINATION PLAN

APPENDIX C – CITY OF TUCSON ADMINISTRATIVE DIRECTIVE 2.01-1D



ADMINISTRATIVE DIRECTIVE

SUBJECT SECOND LANGUAGE PAY	NUMBER 2.01-1D	PAGE 1 of 4
	PAGE ISSUE DATE July 1, 2007	

I. PURPOSE

To implement the Language Communication Skill Compensation Program established by the Mayor and Council (Tucson City Code [TCC] Section 10-33).

II. POLICY

Employees shall receive additional compensation per pay period in accordance with the Language Communication Skill Compensation Program established by the Mayor and Council (TCC Section 10-33).

III. EMPLOYEES ELIGIBLE TO RECEIVE SECOND LANGUAGE PAY

A. Employees meeting the following language communication skills may be eligible to receive second language pay:

1. Full-time probationary or permanent employees who use a language other than English for a minimum of five percent (5%) of their work week (two [2] hours per forty [40] hour work week) while interacting with the public in the performance of their duties if approved by the department director; or
2. Full-time probationary or permanent employees who use a language other than English less than the five percent (5%) minimum and occupy a position specifically designated for language skills compensation by a department director and formally approved by the Human Resources Director; or
3. Part-time probationary or permanent employees who use a language other than English and occupy a position specifically designated for language skills compensation by a department director and approved by the Human Resources Director.

B. The following considerations must be addressed by department directors when justifying a position as a language skill compensation position:

1. The need for number of positions designated. (Two [2] or more positions within the same classification at the same location will not generally be considered essential to effective and efficient interactions with the public).
2. The reasons the operational needs of the department for communication with the public in languages other than English cannot be effectively met by employees who use and are compensated for using a language other than English more than five percent (5%) of their work week.
3. Whether any interactions with the public in performance of the duties of the positions are significant to assigned duties, or only ancillary thereto.

TITLE VI NON-DISCRIMINATION PLAN



ADMINISTRATIVE DIRECTIVE

SUBJECT SECOND LANGUAGE PAY	NUMBER	PAGE
	2.01-1D	2 of 4
	PAGE ISSUE DATE July 1, 2007	

4. Whether the use of another language is essential to the effective and efficient provision of services to the public.
- C. Designation for Second Language Pay, a position may be designated for language skills compensation only when:
1. The position is within a classification which has significant interaction with the public; and
 2. The use of a second language other than English is not less than five percent (5%); and
 3. The position has been justified, documented and designated by a department director as a position where the use of a second language is essential to interactions with the public permitting effective and efficient provision of services to the public; and,
 4. The position has been approved by the Human Resources Director for designation as a language skills compensation position.

IV. ADMINISTRATION OF SECOND LANGUAGE PAY PROGRAM

Administration of this program is the responsibility of the Human Resources Department, and involves the following:

- A. Confirmation of the conversational proficiency related to the services provided by the employee's department/division upon entry into the program, with all program participants being re-tested between November 1, 2007 and November 1, 2009.
- B. Processing of a written request form (hard copy or electronic) necessary to add or delete participants from the program, as required, based on changes in work assignments that cause employees to meet or not to meet the criteria of five percent (5%) usage of a second language.
- C. Subject to annual confirmation of all second-language positions by departments to Human Resources, once an employee has been approved for the additional compensation, the employee will continue to receive the additional compensation until such time as it is determined that the second language use has diminished to less than five percent (5%) of the work week or the employee is transferred to another position.
- D. Employees who transfer, promote or demote to different work assignments will not continue to receive the additional compensation unless the department director designates that the new position/assignment is eligible because the second language is used in the new position/assignment for a minimum of five percent (5%) of the work

TITLE VI NON-DISCRIMINATION PLAN



ADMINISTRATIVE DIRECTIVE

SUBJECT SECOND LANGUAGE PAY	NUMBER 2.01-1D	PAGE 3 of 4
	PAGE ISSUE DATE July 1, 2007	

week or the position has been designated by a department director and approved by the Human Resources Director as a language skill compensation position.

If the new position/assignment is eligible for second language pay and the employee has been certified as conversationally proficient for purposes of this directive, the employee will not have to be re-tested, unless the conversation competency test for the new position is different than the test for the employee's previous position.

- E.** Employees on leave without pay for greater than 10 (ten) working days, including employees on Family Medical Leave (FML) or Military Leave, will not receive language skill compensation pay. Language skill compensation pay may be reinstated upon return to work, with compensation to resume during the first full pay period after the employee has returned to work, provided that all other program requirements are met.
- F.** To ensure equitable financial benefit to all full-time employees with the requisite language skills who use a second language for less than five percent (5%) of the work week, department directors shall, where possible, rotate employees through all language-designated positions.

V. SECOND LANGUAGE PAY RATES:

Employee Group	Amount per Pay Period
Employees not eligible for representation	\$30.00
American Federation of State, County and Municipal Employees (AFSCME) – eligible (employees labor and trades)	\$25.00
Communication Workers of America/Tucson Association of City Employees (CWA/TACE) – eligible employees (white collar)	\$30.00
Tucson Fire Fighters Association (TFFA) – eligible	\$25.00
Tucson Police Officers Association (TPOA) – eligible	\$30.00

Forms (Attached to AD 2.01-1) None

References Tucson City Code Chapter 10

TITLE VI NON-DISCRIMINATION PLAN



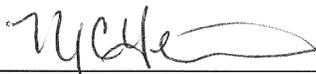
ADMINISTRATIVE DIRECTIVE

SUBJECT SECOND LANGUAGE PAY	NUMBER 2.01-1D	PAGE 4 of 4
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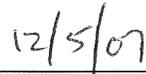
Review Responsibility and Frequency

The Human Resources Director will review this directive annually, based on date of publication

Authorized



City Manager



Date

TITLE VI NON-DISCRIMINATION PLAN

APPENDIX D – CITY OF TUCSON ADMINISTRATIVE DIRECTIVE 2.05-9



ADMINISTRATIVE DIRECTIVE

SERVICES FOR LANGUAGE ACCESS POLICY FOR LIMITED ENGLISH PROFICIENCY (LEP)	NUMBER	PAGE
	2.05-9	1 of 3
	EFFECTIVE DATE	
	January 1, 2018	

I. PURPOSE

To set forth procedures for providing meaningful language access to limited English proficient customers to all City of Tucson programs, services and/or activities.

II. POLICY

It is the policy of the City of Tucson to ensure that all departments are in compliance with Title VI of the Civil Rights Act of 1964. Title VI prohibits exclusion from participation in, denial of benefits of, and discrimination under any federally assisted program or activity on the grounds of race, color, or national origin, 42 U.S.C. § 2000d. The term program or activity means "all of the operations of a department, agency, special purpose district, or other instrumentality of a state or of a local government." 42 U.S.C. § 2004d-4a. When a city department receives federal financial assistance for a particular purpose, all operations of the department are covered by Title VI, not just the part of the department that uses federal assistance.

To ensure compliance with this Administrative Directive, in July of every year, each department shall appoint a Limited English Proficiency (LEP) Liaison and notify the Office of Equal Opportunity Programs (OEOP) within the City Manager's Office of the appointment and/or any subsequent change in assignment.

III. DEFINITIONS

- A. **Limited English Proficiency** – Refers to persons who do not speak English as their native/primary language and who have a limited ability to read, speak, write and/or understand English.
- B. **Meaningful Access** – Meaningful access to programs and services is the standard of access required of federally funded entities to comply with Title VI language access requirements. LEP customers must be able to reasonably access available resources, services, and activities at no additional cost.

IV. LIAISON ROLES AND RESPONSIBILITIES

- A. Ensure that departmental staff and the general public know how to contact the department's LEP Liaison. Contact information should be included on the departmental Web site, and in any departmental directory.
- B. Complaints should be directed to OEOP for response.
- C. Attend and schedule other appropriate staff for attendance at LEP Liaison meetings and training sessions.
- D. Serve as a departmental resource for LEP information.

TITLE VI NON-DISCRIMINATION PLAN



ADMINISTRATIVE DIRECTIVE

SERVICES FOR LANGUAGE ACCESS POLICY FOR LIMITED ENGLISH PROFICIENCY (LEP)	NUMBER	PAGE
	2.05-9	2 of 3
	EFFECTIVE DATE	
	January 1, 2018	

- E. Assess and identify the need for LEP compliance and awareness training within the department and coordinate the necessary training for departmental personnel with OEOP.

V. DEPARTMENT DIRECTOR ROLES AND RESPONSIBILITIES

Each department director is responsible to ensure that the following areas of LEP compliance are assigned to the department's LEP Liaison or other appropriate departmental staff.

- A. Coordinates language interpreter services to ensure meaningful access to the department's programs, services, and activities (see Attachment A).
- B. Determine departmental vital documents, and provide them in languages based on the LEP population to be served by the department.
- C. Ensures that all meeting notices that provide information on city services, programs and activities that are open to the public conducted by the department contain the following statement:

"If you require a foreign language interpreter or materials in a language other than English, please call _____ (this should include the name and telephone number of the responsible departmental person) at least five business days in advance."

- D. Ensures that the department maintains copies of the "I Speak" cards at appropriate customer service areas (see Attachment B).
- E. Develop and maintain a Standard Operating Procedure (SOP), based on the programs, services and activities offered by the department to ensure that meaningful access is afforded to its LEP customers in compliance with this policy. On an annual basis, each department shall forward departmental SOPs to OEOP.
- F. Each departmental SOP shall include, but not be limited to, the Four Factor Analysis to assist with identifying LEP persons who may require assistance to each department's programs, services and activities.

The Four Factor Analysis shall include:

- a. The number of proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee/recipient;
- b. The frequency with which LEP individuals come in contact with the program;

TITLE VI NON-DISCRIMINATION PLAN

Attachment A
AD 2.05-9



MEMORANDUM

Date: August 15, 2005

To: All Departments and Divisions

From: Wayne A. Casper, C.P.M.
Director of Procurement

Subject: Translation and Interpretation Services
Contract No. 041090

The design and intent of the Translation/Interpretation contract is to provide for translation and interpretations services for City departments. Services include, but are not limited to: written and oral translation and interpretation of Spanish and exotic languages, signing for the hearing impaired, and Braille, large print and audio cassette conversion for the visually impaired.

There are two Contractors supplying services under this contract: Asturias Language Interpreters who provides language and vision-related services, and Catholic Community Service of Southern Arizona dba Community Outreach Program for the Deaf COPD who provides hearing-related services.

It is the responsibility of each using department to determine who within the department has authorization to request and make arrangements for these services. To request translation/interpretation services, contact:

LANGUAGES/VISUAL
Asturias Language Interpreters
Fernando Herran
545 E. University Boulevard
(520) 624-9941
CityWide PO# 21219

HEARING
CCS
Interpreting Department
268 W. Adams Street
(520) 792-1906
CityWide PO# 21220

SAMPLE RATES:

Written to/from Spanish/English	\$.10/word
Written to/from English/Exotic	\$.12/word
Oral Spanish	\$30.00/hour
Oral Exotic	\$35.00/hour
Braille conversion	\$35.00/page
Large print conversion	\$35.00/page
Audio cassette conversion	\$ 3.00/minute

SAMPLE RATES:

Sign language interpreter	\$40.00 per hour per interpreter
Two hour minimum	

The referenced purchase order numbers are effective through the life of the contracts. The current contract term is September 1, 2005 through August 31, 2006. Should you have any questions regarding translation and interpretation services, please contact Christina Schipansky at 791-4400 x 131.

c: Marcheta Gillespie, Contract Administrator
Christina Schipansky, Senior Contract Officer
Procurement Liaisons

TITLE VI NON-DISCRIMINATION PLAN

Attachment B

AD 2.05-9



Language Identification Flashcard ✓

<input type="checkbox"/>	Arabic	أنا أتحدث اللغة العربية
<input type="checkbox"/>	Armenian	Ես խոսում եմ հայերեն
<input type="checkbox"/>	Bengali	আমী বাংলা কথা বোলতে পারী
<input type="checkbox"/>	Cambodian	ខ្ញុំនិយាយភាសាខ្មែរ
<input type="checkbox"/>	Chamorro	Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro
<input type="checkbox"/>	Dinka	Rinp êkênê yic tē yijam nê thunjäy ye tök, ku kor raan Bī yī geer thok.
<input type="checkbox"/>	Simplified Chinese	如果你能读中文或讲中文，请选择此框。
<input type="checkbox"/>	Traditional Chinese	如果你能讀中文或講中文，請選擇此框。
<input type="checkbox"/>	Croatian	Govorim hrvatski
<input type="checkbox"/>	Czech	Mluvím česky
<input type="checkbox"/>	Dutch	Ik spreek het Nederlands
<input type="checkbox"/>	English	I speak English

TITLE VI NON-DISCRIMINATION PLAN

Attachment B
AD 2.05-9

Language Identification Flashcard ✓

Farsi

من فارسی صحبت می کنم

French

Je parle français|

German

Ich spreche Deutsch|

Greek

Μιλώ τα ελληνικά

Haitian Creole

M pale kreyòl ayisyen

Hindi

मैं हिंदी बोलता हूँ ।

Hmong

Kuv has lug Moob

Hungarian

Beszélek magyarul|

Ilocano

Agsaonak ti Ilokano

Italian

Parlo italiano|

Japanese

私は日本語を話す

Korean

한국어 합니다

TITLE VI NON-DISCRIMINATION PLAN

Attachment B
AD 2.05-9

Language Identification Flashcard ✓

<input type="checkbox"/> Laotian	ຂ້ອຍປາກພາສາລາວ
<input type="checkbox"/> Polish	Mówię po polsku
<input type="checkbox"/> Portuguese	Eu falo português do Brasil <i>(for Brazil)</i>
<input type="checkbox"/> Portuguese	Eu falo português de Portugal <i>(for Portugal)</i>
<input type="checkbox"/> Romanian	Vorbesc românește
<input type="checkbox"/> Russian	Я говорю по-русски
<input type="checkbox"/> Serbian	Ja govorim српски
<input type="checkbox"/> Slovak	Hovorím po slovensky
<input type="checkbox"/> Spanish	Yo hablo español
<input type="checkbox"/> Somali	Waxaan ku hadlaa af-Soomaali
<input type="checkbox"/> Tagalog	Marunong akong mag-Tagalog
<input type="checkbox"/> Thai	พูดภาษาไทย

TITLE VI NON-DISCRIMINATION PLAN

Attachment B
AD 2.05-9

Language Identification Flashcard ✓

<input type="checkbox"/>	Tongan	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga
<input type="checkbox"/>	Ukrainian	Я розмовляю українською мовою
<input type="checkbox"/>	Urdu	میں اردو بولتا ہوں
<input type="checkbox"/>	Vietnamese	Tôi nói tiếng Việt
<input type="checkbox"/>	Yiddish	איך רעד יידיש
<input type="checkbox"/>	American Sign Language	

TITLE VI NON-DISCRIMINATION PLAN

APPENDIX E – SELF-IDENTIFICATION SURVEY CARDS

Front of Card
(Printed on Card Stock)

Back of Card

SELF-IDENTIFICATION SURVEY

Thank you for attending this public meeting. Please take a few minutes to help us provide you with more meaningful services.

Completing this survey is voluntary. If you choose to respond, please mark all that apply.

ETHNICITY/RACE:

- African American/Black
- American Indian/Alaskan Native
- Native Hawaiian/Other Pacific Islander
- Asian
- Hispanic/Latino
- White

AGE:

- Under 20
- 21-39
- 40-64
- 65+

SEX:

- Female
- Male

The Tucson Department of Transportation & Mobility's (DTM) goal is to ensure that every effort will be made to prevent discrimination through the impact of its programs, policies, and activities.

DTM will take reasonable steps to provide accommodations based on language or disability. Requests should be made as early as possible to ensure DTM has an opportunity to address the accommodation.

By completing this voluntary survey, DTM will be able to determine who attends its public meetings and how the department can improve participation. The survey will also help DTM fulfill federal reporting requirements.

TITLE VI - KNOW YOUR RIGHTS

Title VI of the 1964 Civil Rights Act as amended, 42 USC 2000d, and U.S. Department of Transportation regulations provide that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Title VI authorities:

- Federal-Aid Highway Act of 1973
- Section 504 of the Rehabilitation Act of 1973
- American with Disabilities Act of 1990
- Executive Orders 12898 & 13166

Thank you! Your Input Is appreciated.

tucsonaz.gov
May 2020

ENCUESTA PARA IDENTIFICARSE

Gracias por participar en nuestra reunión pública. Por favor tomese unos minutos para ayudarnos darte lo mas mejor servicios

El completar este encuesta es voluntaria. Si usted decide responder, por favor marque todas las respuestas que le corresponden.

ETHNICIDAD/RAZA:

- Afroamericano/Negro
- Nativo de Alaska
- Nativo de Hawaii/Otra Isla del Pacifico ative
- Asiatico
- Hispana/Latino
- Caucasico/Blanco

EDAD:

- Menos de 20
- 21-39
- 40-64
- 65+

SEXO:

- Femenino
- Masculino

El objetivo del Departamento de Transporte y Movilidad de Tucson (DTM) es asegurar que cada esfuerzo Se llevara a cabo para prevenir discriminacion en el desarrollo de sus programas politicas y actividades.

DTM tambien tomara todas las medidas razonables para ofrecer al accesoa servicios y actividades para personas con limi taciones ya sea por el idioma o por discapacidad. Las solicitudes deben hacerse lo mas pronto posible para asegurar que el equipo encargado del Proyecto tenga la oportunidad de hacer los arreglos necesarios.

Con su participacion en esta encuesta voluntaria, DTM podra determinar quien participa en las reuniones publicas y como podra mejorar la participacion de miembros de minorias. La encuesta tambien le ayudara a DTM a cumplir con requisitos federales.

TITULO VI- SEPA SUS DERECHOS

El Titulo VI del Acto de Derechos Civiles, la ley 42 USC 2000d y otros reglamentos del Departamento de Transporte de los Estados Unidos, aseguran que "ninguna persona en los Estados Unidos sera negada los beneficios de o sera discriminado de cualquier programa o actividad que recibe asistencia de fondos federales por su raza, color de su piel y origen nacional."

Otras autoridades relacionadas con la No-Discriminacion de Titulo VI:

- La Ley Federal de Asistencia vial de 1973 (Federal-Aid Highway Act of 1973)
- Seccion 504 de la Ley de Rehabilitacion de 1973 (Section 504 of the Rehabilitation Act of 1973)
- Ley de ciudadanos Americanos con Discapacidades de 1990 (Americans with Disabilities Act of 1990)
- Ordenes Ejecutivas 12898 y 13166 (Executive Orders t 2898 and 13166)

¡Gracias! Apreciamos sus datos.

tucsonaz.gov
May2017

TITLE VI NON-DISCRIMINATION PLAN

APPENDIX F – REQUIRED SET UP FOR PUBLIC MEETINGS

As per annual training. Distributed during annual training. Email reminders. On the intranet for employees. <https://intranet.tucsonaz.gov/DTM/employee-relations-and-development>

City of Tucson

Department of Transportation & Mobility

If you are working with a Public Relations firm, they will have this ready at the meeting.

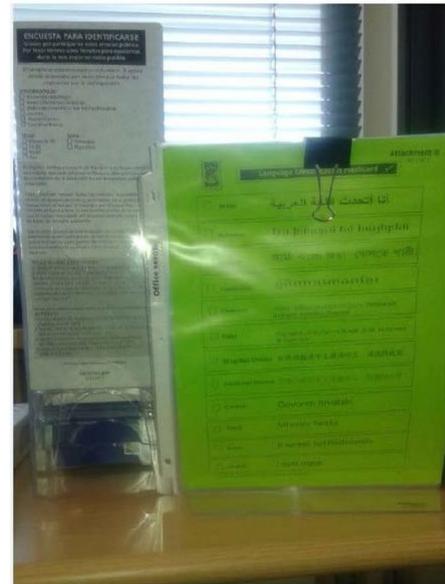
If you are leading the Public Meeting, meet with Jesse Soto to gather the required set-up of Title VI Materials



Required Set-up

1. Brochures in English/Spanish
2. Self-Identification Survey Cards (English/Spanish two sided)
3. Poster to display "Notification to the Public"
4. Attached to the back of the poster are the "Language Identification Flashcards"
5. Box, basket or some other place to return cards that have been filled out.

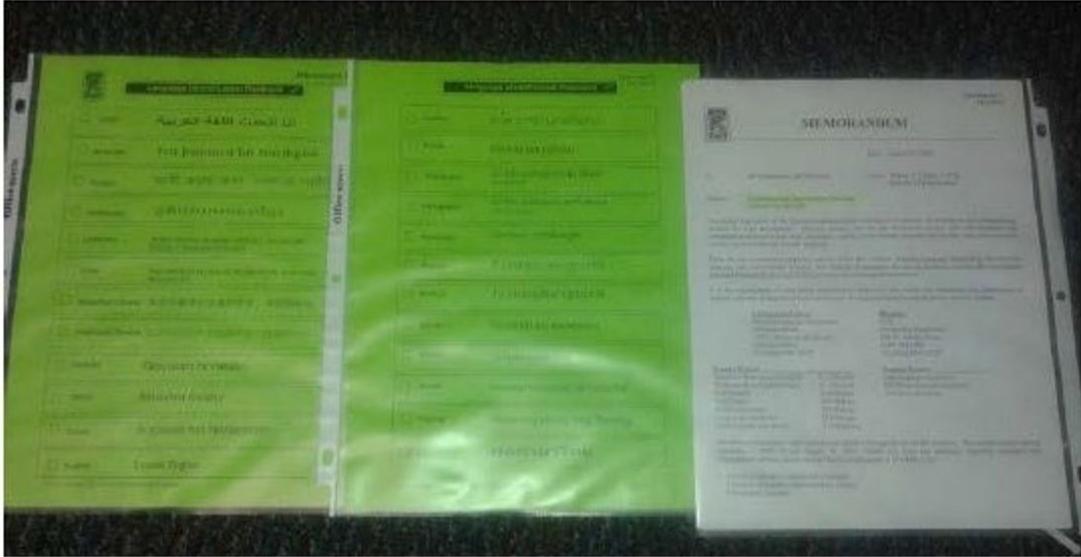
City of Tucson
Department of Transportation & Mobility



The back of poster will have the "Language Identification Flashcards" attached.

TITLE VI NON-DISCRIMINATION PLAN

City of Tucson Department of Transportation & Mobility



How to use the “Language Identification Flashcards”

1. If someone approaches you and speaks a language you do not understand, show them the cards. They will be able to identify the language they need an interpreter for.
2. The memorandum lists the procedures for obtaining a language interpreter and/or translator.
3. Document the accommodation on your required “Public Meeting Summary Form.”

APPENDIX G – CHECKLIST AND DATA COLLECTION FOR PUBLIC MEETINGS

Public Meeting Summary Form

Instructions for Project Manager:

- 1. Fill out this form as you prepare for your public meeting (to include public hearing, open house or town hall; not required for ribbon cutting or ceremonial events).
- 2. Once the public meeting has been completed, return this form to Jesse Soto along with all collected Title VI Survey Forms within 14 days of your public meeting.

Project Name _____
 Project Manager _____
 Purpose of Public Meeting _____
 Date _____
 Time _____
 Location _____

Public Relations Firm? Gordley Kaneen Geo & Assoc. None

Before the Meeting-

- Ensure mailings and website postings have the required statement "If you require a foreign language interpreter..." Document any requests for accommodations & notify Jesse.
- Determine the department vital documents and provide them in languages based on the LEP population to be served.
- Work with Jesse Soto /Michael Graham prior to sending out invitations to ensure that the public meeting is posted on our social media pages, internet and new releases.

During the Meeting-

- Display Title VI Poster/Brochures
- Make Title VI Survey Forms Available for Participants
- Count the total number of attendees _____

After the Meeting-

Turn this form into Jesse Soto along with collected Title VI Survey Forms.

Where to find this form and additional resources-

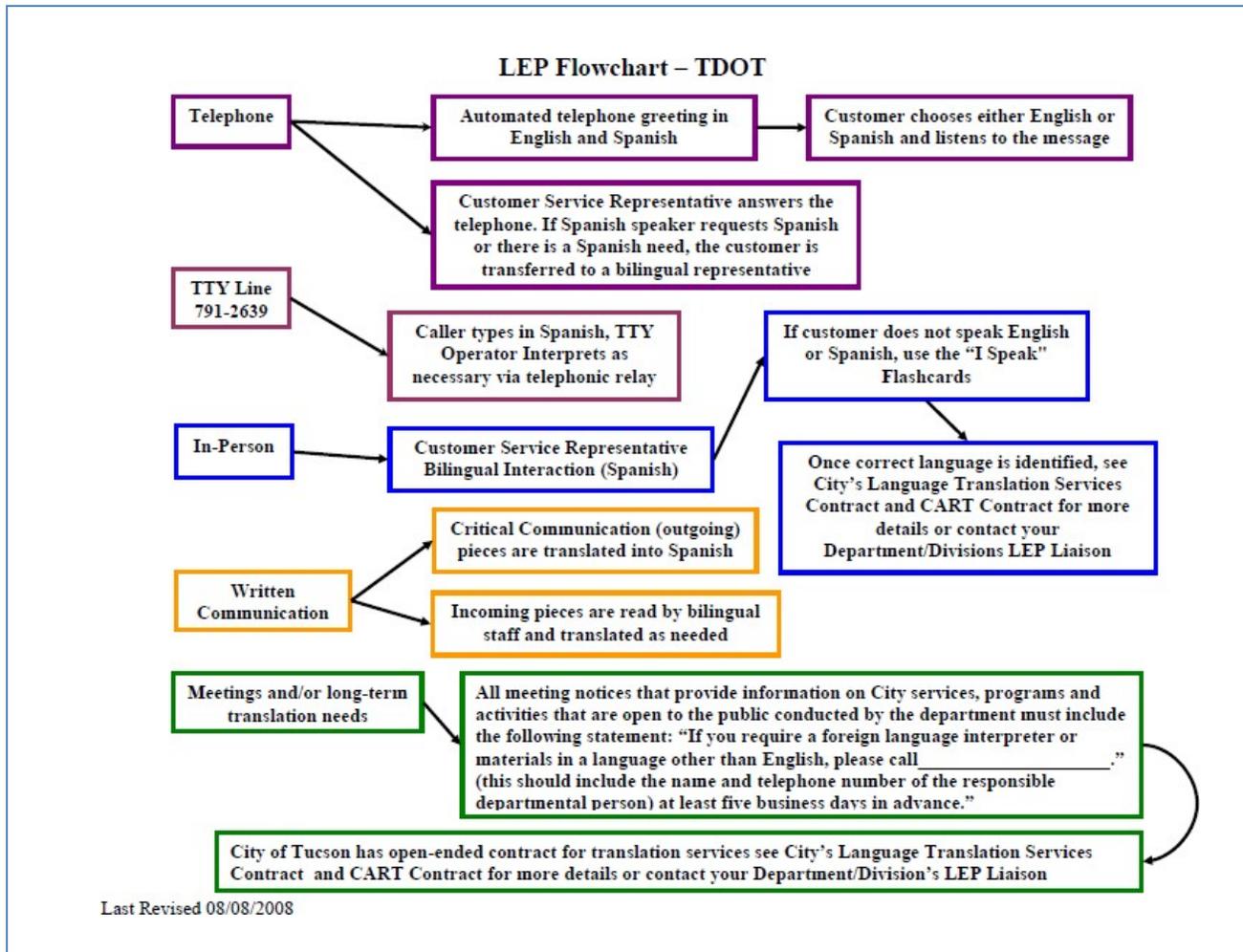
- <https://intranet.tucsonaz.gov/tdot/employee-relations-and-development>
- <https://www.tucsonaz.gov/tdot/title-vi>



DEPARTMENT OF TRANSPORTATION

TITLE VI NON-DISCRIMINATION PLAN

APPENDIX I – LEP FLOWCHART



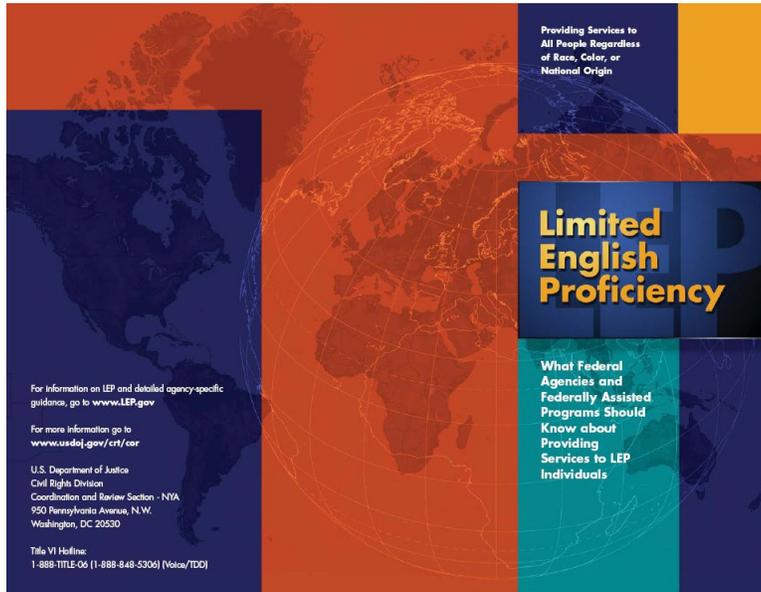
TITLE VI NON-DISCRIMINATION PLAN

APPENDIX J – DTM EMPLOYEES RECEIVING SECOND LANGUAGE PAY

DTM Employees Receiving Second Language Pay	
Edna Aranda	Customer Service
John Cahill	Real Estate
Patricia Camacho	Human Resources
Denisa Campas	Administration
Maria Esther Cruz	Traffic Engineering
Angel Flores	Stormwater
Jose Gomez-Cabrera	Park Tucson
Lucy Inzunza	Permits and Codes
Jozett Keena	Traffic Engineering Administration
Pedro Leon	Surface Maintenance
Francisco Leyva	Traffic Engineering
Elizabeth Olivo	Customer Service
Manual Ortega	Surface Maintenance
Marylou Ramirez	Office of the Director
Teresa Romero	Engineering
Abelardo Rosales	Electrical Maintenance
Christina Runyan	Real Estate
Cesar Salmeron	Signal & Streets
Blanca Valenzuela	ADA Compliance

TITLE VI NON-DISCRIMINATION PLAN

APPENDIX K – SAMPLE BROCHURES



<p>The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide. This will require agencies to develop creative solutions to address the needs of this ever-growing population of individuals whose primary language is not English.</p> <p>Limited English Proficiency—LEP</p> <p>Who is a Limited English Proficient Person? Persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.</p> <p>Who Must Comply and Who Can be Exempt to Violate? All programs and operations of entities that receive assistance from the federal government (i.e. recipients), including:</p> <ul style="list-style-type: none"> • State agencies • Local agencies • Private and nonprofit entities • Subrecipients (entities that receive federal funding from one of the recipients listed above) also must comply. <p>All programs and operations of the federal government also must comply.</p>	<p>LEGAL AUTHORITY</p> <p>Recipients</p> <p>Title VI of the 1964 Civil Rights Act "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." —42 U.S.C. § 20006</p> <p>The United States Supreme Court in <i>Lee v. Weick</i> (1974) stated that one type of national origin discrimination is discrimination based on a person's inability to speak, read, write, or understand English.</p> <p>Recipients and Federal Government</p> <p>Executive Order 13166 In August 2000, the Order "Improving Access to Services for Persons with Limited English Proficiency" was issued and directed federal agencies to:</p> <ul style="list-style-type: none"> • Publish guidance on how their recipients can provide access to LEP persons. • Improve the language accessibility of their own programs. • Break down language barriers by implementing consistent standards of language assistance across federal agencies and amongst all recipients of federal financial assistance. <p>The Order covers all federal and federally assisted programs and activities.</p>	<p>OBLIGATIONS</p> <p>Four-Factor Analysis Recipients of federal financial assistance have an obligation to reduce language barriers that can preclude meaningful access by LEP persons to important benefits, programs, information, and services. (The federal government has the same obligations as a result of Executive Order 13166.) The starting point is an individualized assessment that balances the following four factors:</p> <ol style="list-style-type: none"> 1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee/recipient; 2. The frequency with which LEP individuals come in contact with the program; 3. The nature and importance of the program, activity, or service provided by the program to people's lives; and 4. The resources available to the grantee/recipient and costs. <p>Elements of an Effective LEP Policy Elements that may be helpful in designing an LEP policy or plan:</p> <ul style="list-style-type: none"> • Identifying LEP persons who need language assistance • Identifying ways in which language assistance will be provided • Training staff • Providing notice to LEP persons • Monitoring and updating LEP policy <p>Language Assistance Services</p> <ul style="list-style-type: none"> • Oral interpretation services • Bilingual staff • Telephone interpreter lines • Written language services • Community volunteers
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TITLE VI NON-DISCRIMINATION PLAN



If you believe you have experienced National Origin Discrimination, or want more information, please contact:

You can also talk to the supervisor of the person you think discriminated against you. You can also talk to a community group that works on civil rights issues.

Together, we can help people get the benefits and services they need, in ways they can understand.

Sponsored by the United States Department of Agriculture, the United States Department of Health and Human Services, and the United States Department of Justice.

KNOW YOUR RIGHTS

Federal Interagency Working Group on Limited English Proficiency

Do you have trouble with English? Are you unable to speak, read, write, or understand English well? If so, you are Limited English Proficient (LEP).

Federal agencies and organizations that get money from the federal government have to take reasonable steps to help people who have trouble with English.

Sometimes, when a government agency or an organization does not help you because you are LEP, they violate the law. This is called National Origin Discrimination.

"If you are mistreated because you are LEP, it may be National Origin Discrimination."



There is a Federal law that protects your civil rights. The law is called Title VI of the Civil Rights Act of 1964.

EXAMPLES of Possible Discrimination:

- 1** You and many people who live in your area speak Vietnamese and often go to the hospital for emergency care. The hospital does not understand these LEP patients. Most Vietnamese patients do not understand what the hospital tells them about their medical care.
- 2** You call 911 to report a crime. The operator does not understand you and cannot help you.
- 3** Your child's school sends important information or a notice to you in English. The school knows you speak only Spanish. The school refuses to provide the information to you in Spanish and suggests instead that your child interpret the information for you.
- 4** You try to apply for food stamps. The application is in English. You do not understand the application. The Food Stamp office workers tell you to come back with your own interpreter.

EXAMPLES of Good Practices:

- 1** The hospital knows that many people who cannot understand English and speak Vietnamese live in the area. The hospital has interpreters who are ready and able to help you when you go to the hospital for emergency care.
- 2** You call 911 to report a crime. The operator connects you quickly to an interpreter who helps you.
- 3** Your child's school has many Spanish-speaking parents. The school knows you speak only Spanish. You should receive the important information or notice in Spanish.
- 4** The food stamp office has an interpreter, or contacts a telephone interpreter, to help you. An application in your language is given to you.

TITLE VI NON-DISCRIMINATION PLAN

Who are the authorities?

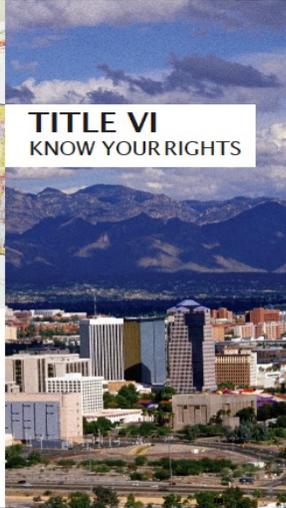
The two main authorities enabling Title VI implementation, compliance and enforcement are the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987. However, other statutes, laws, regulations, executive orders and the United States Constitution provide guidance for the effective execution of the objectives of Title VI.

THESE INCLUDE:

- Federal Aid Highway Act of 1973
- Section 504 of the Rehabilitation Act of 1973
- Americans with Disabilities Act of 1990
- Age Discrimination Act of 1975
- Uniform Relocation Act of 1970
- Executive orders 12898 and 13166

Title VI compliance

Title VI compliance is a situation where DTM has effectively implemented all the Title VI requirements or can demonstrate that every good faith effort has been made toward achieving this end. As a subrecipient of federal highway funds, DTM is required to prevent discrimination and ensure nondiscrimination in all programs and activities whether they are federally funded or not.



What is Title VI?

Title VI of the Civil Rights Act of 1964 is the federal law that protects individuals and groups from discrimination on the basis of their race, color and national origin in programs and activities that receive federal financial assistance. However, the Federal Highway Administration's (FHWA) reference to Title VI includes other civil rights provisions of federal statutes and related authorities to the extent that they prohibit discrimination in programs and activities receiving federal financial assistance.

DTM's Title VI Policy

Pursuant to Title VI of the Civil Rights Act of 1964 as amended, the Civil Rights Restoration Act of 1987 and other nondiscrimination authorities, it is the policy of the Tucson Department of Transportation & Mobility (DTM) that discrimination based on race, color, national origin, or disability shall not occur in connection with any of its programs or activities. DTM's efforts to prevent discrimination will address, but not be limited to, a program's impact upon access, benefits, participation, treatment, services, contracting opportunities, training opportunities, investigation of complaints, allocation of funds, prioritization of projects and the functions of research, planning, project development, design, right-of-way acquisition and construction.

For more information

For questions or to file a complaint, contact:

JESSE SOTO
DTM TITLE VI COORDINATOR
Public Works Building
201 N. Stone Ave. 6th floor
Tucson, AZ 85701
520-791-4371
FAX 520-791-4608
Jesse.Soto@tucsonaz.gov

tucsonaz.gov



"At Tucson Department of Transportation & Mobility, our goal is to ensure that every effort will be made to prevent discrimination through the impact of our programs, policies and procedures."



What type of discrimination is prohibited under DTM's Title VI program?

Discrimination under our Title VI program is an action or inaction, intentional or not, through which any intended beneficiary, solely because of race, color, national origin, sex, age, disability or retaliation has been otherwise subjected to unequal treatment or impact, under any DTM program or activity. Discrimination based on the grounds referenced above limit the opportunity for individuals and groups to gain equal access to services and programs. In administering federally assisted programs and activities, DTM cannot discriminate either directly or through contractual or other means by:

- Denying program services, financial aids or other benefits
- Providing different program services, financial aids or other benefits, or providing them in a manner different from that provided to others
- Segregating or separately treating individuals or groups in any manner related to the receipt of any program service or benefit
- Restricting in any way the enjoyment of any advantage or privilege enjoyed by others receiving any program service or other benefits
- Denying persons the opportunity to participate as a member of a planning, advisory or similar body
- Denying persons the opportunity to participate in the program through the provision of services, or affording the opportunity to do so differently from those afforded others

What programs are covered?

Federally assisted programs include any highway, project, program or activity for the provision of services and for other benefits. Such programs include education or training, work opportunities, health, welfare, rehabilitation, housing or other services, whether provided directly by DTM or indirectly through contracts or other arrangements with other agents.

Who may file a Title VI complaint?

A Title VI complaint may be filed by any individual or individuals who allege they have been subjected to discrimination or adverse impact under any DTM program or activity based on race, color, national origin, or disability or retaliation.

What information is included in a Title VI complaint?

A Title VI complaint may be filed by any individual or individuals who allege they have been subjected to discrimination or adverse impact under any DTM program or activity based on race, color, national origin, or disability or retaliation.

A signed, written Title VI complaint must be filed within 180 days of the date of the alleged act of discrimination. The complaint must include the following information:

- Your name, address and telephone number. If you are filing on behalf of another person, include their name, address, telephone number and your relation to the complainant (e.g., friend, attorney, parent, etc.)
- The name and address of the agency, program or organization that you believe discriminated against you
- A description of how, why and when you believe you were discriminated against. (Include as much background information as possible about the alleged acts of discrimination.)
- Your signature

What will DTM do with my complaint?

Upon receipt, the DTM Civil Rights Office will determine which agency has jurisdiction to handle the complaint. If DTM does not have jurisdiction to handle the complaint, it will be forwarded to the appropriate agency. The allegations will be investigated and an attempt will be made to resolve any violations if found. If efforts to resolve any violations are unsuccessful, enforcement proceedings may be initiated to bring the recipient into compliance.

Is there speech or hearing impairment assistance for filing a complaint?

Upon request, assistance will be provided if you are limited English proficient or disabled. Any complaint may be filed using an alternate format.



tucsonaz.gov

TITLE VI NON-DISCRIMINATION PLAN

Autoridades

Las dos autoridades principales que hacen posible la implementación, conformidad y cumplimiento del Título VI son la Ley de Derechos Civiles de 1964 y la Ley de Restauración de 1987. Sin embargo, otros estatutos, leyes, reglamentos, ordenes ejecutivas y la Constitución de los EE.UU. proporcionan orientación para la efectiva orientación de los objetivos del Título VI. Estos incluyen:

- La Ley Federal de Asistencia Vial de 1973
- Sección 504 de la Ley de Rehabilitación de 1973
- Ley de Ciudadanos Americanos con Discapacidades de 1990
- Ley de Discriminación de Edad de 1975
- Ley de Traslado Uniforme de 1970
- Ordenes Ejecutivas 12898 y 13166

Cumplimiento del Título VI

DTM ha implementado efectivamente todos los requerimientos del Título VI o puede demostrar que ha hecho todos los esfuerzos de buena fe posibles para lograr dar cumplimiento al Título VI. Como subdestinatario de fondos de carreteras federal, DTM es responsable de prevenir discriminación y de asegurar que no exista discriminación en ningún programa o actividad, sean financiados con fondos federales o no.



TÍTULO VI CONOCE TUS DERECHOS



Que es el Título VI?

El Título VI de la Ley de Derechos Civiles de 1964 es la ley federal que protege a los individuos y grupos de discriminación basada en raza, color y nación de origen en programas y actividades que reciben asistencia financiera federal. Sin embargo, cuando la Administración Federal de Carreteras de los Estados Unidos (FHWA, por sus siglas en inglés) hace referencia al Título VI, incluye otras provisiones de derechos civiles de estatutos federales y otras autoridades relacionadas de manera que prohíben la discriminación en programas y actividades que reciban asistencia financiera federal.

Las Normas bajo Título VI de DTM

Conforme al Título VI de la Ley de Derechos Civiles de 1964 enmendado, la Ley de Restauración de 1987 y otras autoridades en contra de la discriminación, es la norma del Departamento de Transportación y Movilidad de Tucson (DTM, por sus siglas en inglés) que discriminación basada en raza, color, nación de origen, o discapacidad no ocurrirá en ninguno de sus programas o actividades.

Los esfuerzos de DTM para prevenir la discriminación se dirigirán a, pero no serán limitados a, el impacto de un programa sobre el acceso, bienes, participación, trato, servicios, oportunidades de contratación, oportunidades de capacitación, investigación de quejas, disposición de fondos, priorización de proyectos y las funciones de planeación, desarrollo de proyectos, diseño, adquisición de derecho de vía, construcción e investigación.

Para más información

Parapreguntas o para presentar una queja, comuníquese con:

JESSE SOTO
DTM TITLE VI COORDINATOR
Public Works Building
201 N. Stone Ave. 6th Floor
Tucson, AZ 85701
520-791-4371
FAX 520-791-4608
jesse.soto@tucsonaz.gov

tucsonaz.gov



"En el Departamento de Transportación y Movilidad de Tucson, nuestros objetivos asegurar que cada esfuerzo haga prevenir discriminación a través del impacto de nuestros programas, principios y procedimientos."



Programas incluidos

Los programas que reciban asistencia financiera federal incluyen: cualquier proyecto vial, programa o actividad para la prestación de bienes y servicios. Tales programas incluyen educación o capacitación, oportunidades de trabajo, salud, asistencia pública, rehabilitación, viviendas y otros servicios, ya sea que hayan sido proporcionados directamente por DTM o indirectamente a través de contratos u otros arreglos con otros representantes.

Qué tipo de discriminación está prohibida bajo el programa Título VI de DTM?

Discriminación bajo nuestro programa de Título VI es una acción o inacción, intencional o no, por medio de cualquier persona que sería beneficiada, haya sido sujeto a trato o impacto desigual bajo cualquier programa o actividad de DTM únicamente por su raza, color, nación de origen, o discapacidad o represalias.

Discriminación basada en los términos arriba mencionados les limita a grupos e individuos la oportunidad de obtener acceso equitativo a programas y servicios. En la administración de programas y actividades que reciban asistencia financiera federal, DTM tampoco no puede discriminar directa o indirectamente, por medio de contratos o cualquier otro medio para:

- Negar servicios del programa, apoyo financiero u otros beneficios
- Proporcionando diferentes servicios, apoyo financiero u otros beneficios, o proporcionándolos de manera diferente a como se les proporcionó a otros
- Segregar o tratar por separado a grupos o individuos de cualquier forma relacionada a la recepción de bienes y servicios
- Restringir de cualquier manera el uso o goce de cualquier ventaja o privilegio de la cual otros que reciben bienes y servicios, usan o gozan
- Negarle a alguien la oportunidad de participar como miembro de un grupo de planeación, de asesoría u otro similar
- Negarle a alguien la oportunidad de participar en el programa mediante la proporción de servicios o dándole la oportunidad de hacerlo de manera diferente de como se les proporcionó a otros

¿Quien puede presentar una demanda Título VI?

Cualquier individuo(s) que alegue(n) que ha(n) sido sujeto(s) a discriminación o impactado(s) desfavorablemente bajo cualquier programa o actividad de DTM basados en raza, color, nación de origen, o discapacidad o represalias puede presentar una demanda Título VI.

Que información se incluye en una demanda Título VI?

Una queja Título VI por escrito y firmada debe presentarse dentro de los 180 días de la fecha en que se alega que la discriminación ocurrió. La demanda debe incluir la siguiente información:

- Su nombre, dirección y teléfono. Si usted esta presentando la demanda en representación de una tercera persona, incluya su nombre, dirección y teléfono y la relación que tiene usted con la persona agredida (ej. amigo, abogado, padre, etc.)
- El nombre y la dirección de la agencia, programa u organización que usted cree discriminó en su contra
- Una descripción de cómo, por que y cuando usted cree que discriminaron en su contra. Incluya la mayor cantidad de información que pueda sobre de los actos de discriminación que alega
- Su firma

Que hará DTM con mi demanda?

Al recibir su demanda, la Oficina de Derechos Civiles de DTM determinará que agencia tiene jurisdicción para manejar la demanda. Si DTM no tiene jurisdicción para manejar la demanda, se le enviará a la agencia apropiada. Las alegaciones se investigaran y se intentará resolver cualquier, si es que se encuentren. Si los esfuerzos para resolver las violaciones no resultan exitosos, se dará inicio a procedimientos disciplinarios para asegurar el cumplimiento por parte del receptor demandado.

Hay ayuda para presentar la demanda para personas con problemas de oír o de habla?

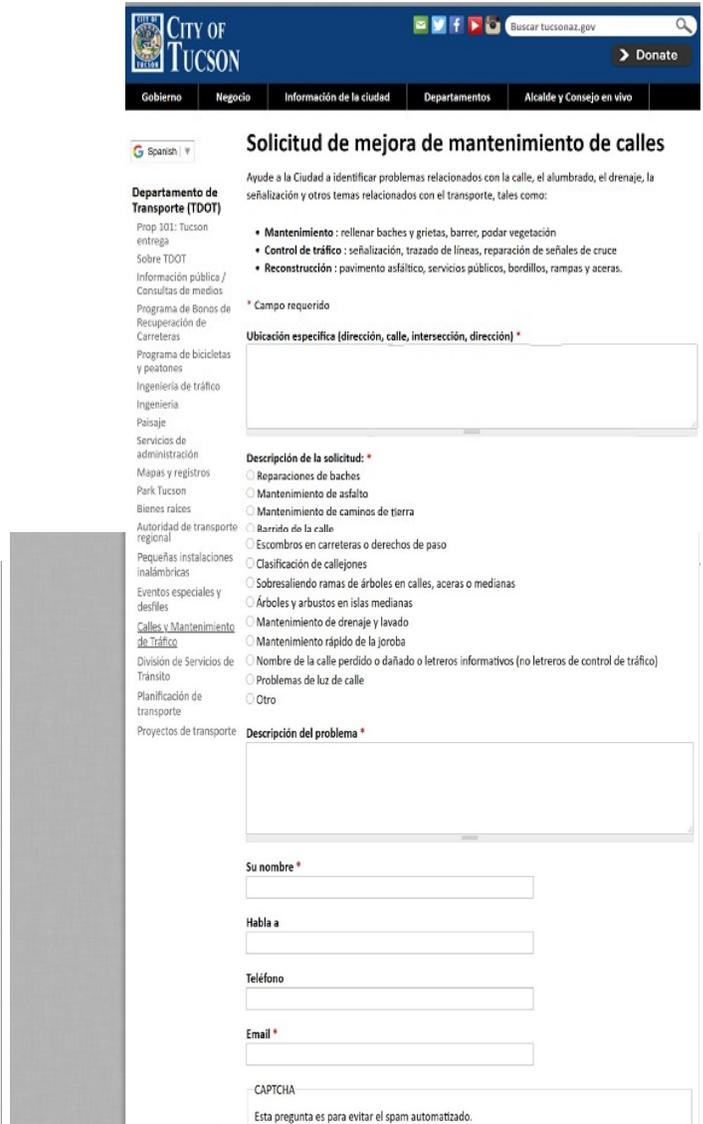
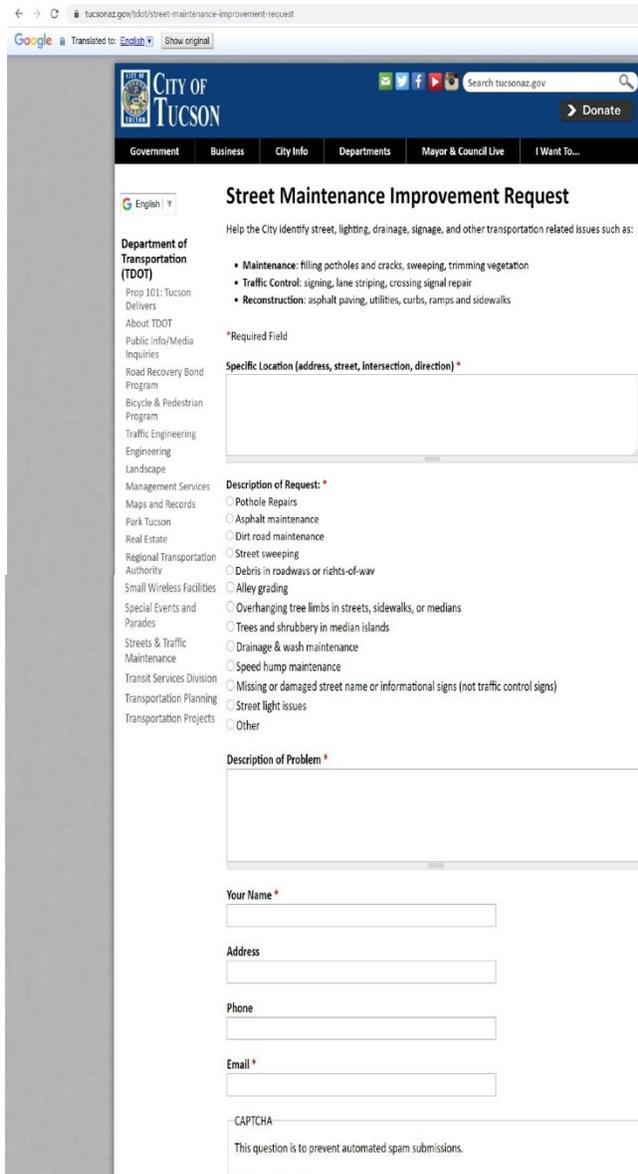
Se proveerá asistencia a personas con habilidad limitada en inglés o discapacidad si lo solicitan. Una demanda puede ser presentada usando un formato alternativo. Para presentar una demanda Título VI, se puede comunicar a la Oficina de Derechos Civiles al numero que se menciona a continuación.



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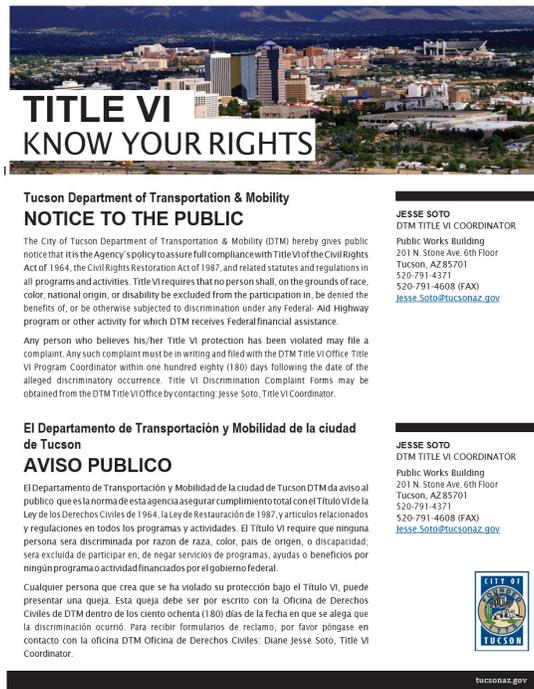
TITLE VI NON-DISCRIMINATION PLAN

APPENDIX L – SCREENSHOT OF MULTILINGUAL DTM WEBSITE



TITLE VI NON-DISCRIMINATION PLAN

APPENDIX M – TITLE VI “KNOW YOUR RIGHTS” POSTER



**TITLE VI
KNOW YOUR RIGHTS**

**Tucson Department of Transportation & Mobility
NOTICE TO THE PUBLIC**

The City of Tucson Department of Transportation & Mobility (DTM) hereby gives public notice that this the Agency's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI requires that no person shall, on the grounds of race, color, national origin, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Federal- Aid Highway program or other activity for which DTM receives Federal financial assistance.

Any person who believes his/her Title VI protection has been violated may file a complaint. Any such complaint must be in writing and filed with the DTM Title VI Office Title VI Program Coordinator within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms may be obtained from the DTM Title VI Office by contacting: Jesse Soto, Title VI Coordinator.

**El Departamento de Transportación y Movilidad de la ciudad de Tucson
AVISO PUBLICO**

El Departamento de Transportación y Movilidad de la ciudad de Tucson DTM da aviso al publico que es la norma de esta agencia asegurar cumplimiento total con el Título VI de la Ley de los Derechos Civiles de 1964, la Ley de Restauración de 1987, y artículos relacionados y regulaciones en todos los programas y actividades. El Título VI requiere que ninguna persona sera discriminada por razon de raza, color, pais de origen, o discapacidad; sera excluida de participar en, de negar servicios de programas, ayudas o beneficios por ningún programa actividad financiados por el gobierno federal.

Cualquier persona que crea que se ha violado su protección bajo el Título VI, puede presentar una queja. Esta queja debe ser por escrito con la Oficina de Derechos Civiles de DTM dentro de los ciento ochenta (180) días de la fecha en que se alega que la discriminación ocurrió. Para recibir formularios de reclamo, por favor póngase en contacto con la oficina DTM Oficina de Derechos Civiles: Diane Jesse Soto, Title VI Coordinator.

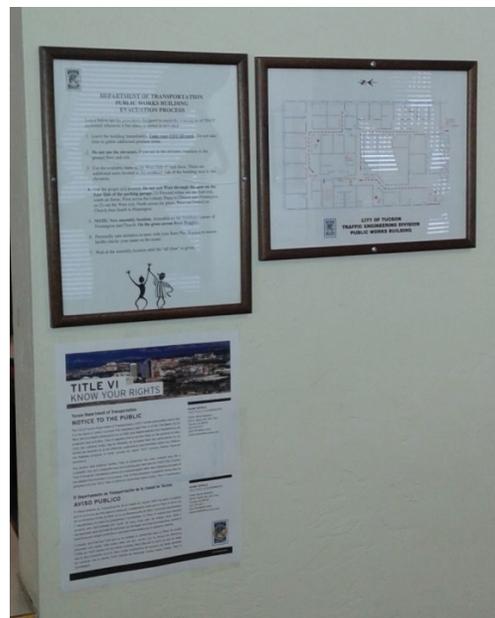
**JESSE SOTO
DTM TITLE VI COORDINATOR**
Public Works Building
201 N. Stone Ave. 6th Floor
Tucson, AZ 85701
520-791-4371
520-791-4608 (FAX)
Jesse.Soto@tucsonaz.gov

**JESSE SOTO
DTM TITLE VI COORDINATOR**
Public Works Building
201 N. Stone Ave. 6th Floor
Tucson, AZ 85701
520-791-4371
520-791-4608 (FAX)
Jesse.Soto@tucsonaz.gov

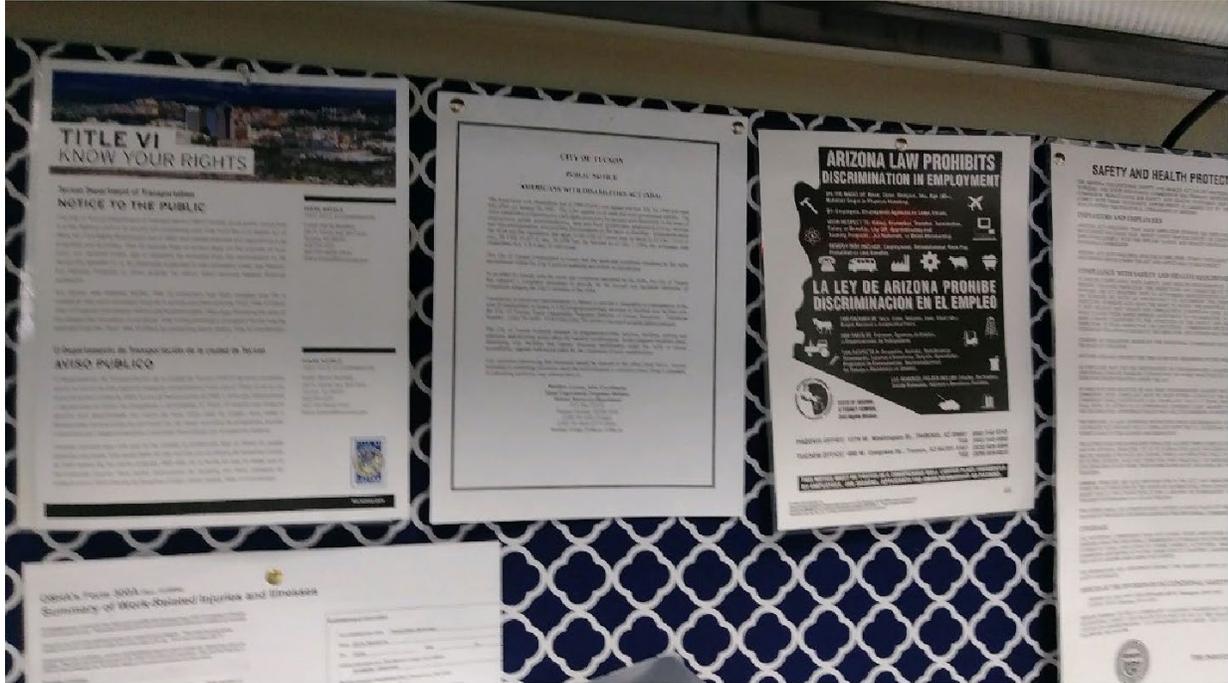


tucsonaz.gov

Poster is hanging in various locations throughout DTM including:
Public waiting areas on the 4th, 5th & 6th floors of the Public Works building
Park Tucson lobby
Transit lobby
Streets & Traffic Maintenance lobby



TITLE VI NON-DISCRIMINATION PLAN



TITLE VI NON-DISCRIMINATION PLAN

APPENDIX N – CITY OF TUCSON OEOP & DTM WEBSITE SAMPLES

DTM Intranet (for employees only)

← → ↻ intranet.tucsonaz.gov/tdot/employee-relations-and-development

**CITY OF
TUCSON**

[Benefits](#) | [Employee Engagement](#) | [Departments](#) | [Payroll](#) | [Policies and Directives](#) | [Wikis](#) | [Covid-19 Updates](#)

TDOT

- Employee Dashboard
- LEAD Meetings
- Administrative Services
- Employee Relations and Development
- Management Systems
- Policies and Procedures
- Public Works Security
- Technology Services
- Transportation
- Engineering
- Transportation Planning

Useful Links

- KRONOS
- Jobs
 - The Hiring Guide
- Employee Self Service (goes to COT Internet)
- I.T. Service Desk
 - Outlook Migration
- Online Forms and Tools
- Submit an Announcement
- Payroll Calendar
- Safety Data Sheets

Employee Relations and Development

Power Pass Computer Training Program

- PowerPass Class Enrollment Form (pdf)
- Class Schedule for TDOT Power Pass (excel)
- How to Navigate the Class List Workbook (pdf)
- How to Find More Classes (pdf)

Administrative Directives

- All City Administrative Directives

Policies and Procedures

- Policies and Procedures
- TDOT Org. Chart (3-01-18)

Forms

- Employee Onboarding tracking form (pdf)
- Employee Vehicle Accident Statement
- Form 100
- TDOT Training Request Form
- AZ LTAP Enrollment Request Form
- Performance Evaluation Form

Title VI

- 2018 Policy Statement of Non-discrimination
- Title VI Flier
- Self Identification Survey for Public Meetings (English and Spanish)
- Public Meeting Summary Checklist
- 2018 Non-Discrimination Plan (Updated Aug. 1, 2018)
- 2019 Signed Assurances
- 2018 Annual Report
- 2018 TDOT Annual Training
- Required Setup for Public Meeting
- Submit a Title VI Complaint (PDF form)

Continuity of Operations

- Continuity of Operations Plan

Career & Training | Departments | Retirement and Benefits | Forms & Tools
Policies & Directives | Payroll Calendar | Contact Us



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> Donate

Mayor & Council
Government
Business
City Info
Departments
Mayor & Council Live
Services

🌐 Select Language | ▼

Department of Transportation (TDOT)

Prop 101: Tucson Delivers

About TDOT

> Title VI / Civil Rights

- Travel Reduction Ordinance
- Mural Art Pilot Program

Public Info/Media Inquiries

Road Recovery Bond Program

Bicycle & Pedestrian Program

Traffic Engineering

Engineering

Landscape

Management Services

Maps and Records

Park Tucson

Real Estate

Regional Transportation Authority

Small Wireless Facilities

- Small Cell Poles - FAQs and Information

Special Events and Parades

Streets & Traffic Maintenance

Transit Services Division

Transportation Planning

Transportation Projects

Title VI / Civil Rights

Title VI of the Civil Rights Act of 1964 is the main legal authority for the Tucson Department of Transportation and Mobility's (DTM) external nondiscrimination programs. Title VI prohibits discrimination on the basis of race, color, sex or national origin in programs or activities receiving federal financial assistance. Once an agency accepts federal funds, all of its programs and activities are covered, regardless of their funding source. Related statutes and presidential executive orders under the umbrella of Title VI address environmental justice (EJ) in minority and low-income populations and services to those individuals with limited English proficiency (LEP), women and the disabled.

- Policy Statement of Non-discrimination
- Title VI Self Identification Survey (English and Spanish)
- 2020 Title VI Signed Assurances
- 2020 Title VI Annual Report
- 2020 Signed Title VI Non-Discrimination Plan (July 28, 2020)

Submitting a Title VI Complaint

Any person who believes that he or she, either individually, as a member of any specific class of persons, or in connection with any minority contractor, has been subjected to discrimination prohibited by Title VI of Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 may file a complaint at no charge. A formal complaint must be filed in person or via U.S. Mail within **180 calendar days** of the alleged act of discrimination or of the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct. This timeframe is prescribed by 49 CFR 21.11(b). For your convenience, visit DTM's main office at the Public Works Building, 201 N. Stone Ave., 6th Floor, Tucson, AZ 85701. *DTM does not accept confidential information via e-mail.*

- Submit a Title VI Complaint (PDF form)

Please submit complaints or questions to:

Jesse Soto
DTM Title VI Coordinator
Public Works Building
201 N. Stone Ave., 6th Floor
Tucson, AZ 85701
520-791-4371
FAX 520-791-4608
Jesse.Soto@tucsonaz.gov

Contact Information

201 N. Stone Ave. 6th Floor
Tucson, AZ 85701
Diana Alarcon, Director
(520) 791-4371
Fax: (520) 791-5902
Hours: M-F 8am-5pm
TDOTconcerns@tucsonaz.gov

Related Links

- [Report Graffiti](#)
- [Obtain Construction Permits](#)
- [Find Parking Downtown](#)
- [Pay Traffic and Parking Tickets](#)
- [Contact Transportation](#)
- [Interstate 10 Tucson District Projects](#)
- [Downtown Tucson Projects Status](#)
- [Construction & Inspection Info](#)
- [Plan Library](#)

DTM Internet

<https://www.tucsonaz.gov/DTM/title-vi-civil-rights>

CITY OF TUCSON

市長及市議會 | 政府 | 商業 | 城市信息 | 部門 | 市長和市議會直播 | 服務

搜索 tucsonaz.gov

Donate

Chinese (Traditional) | ▾

第六章 / 公民權利

- 交通部 (TDOT)**
- Prop 101: 圖森交付關於TDOT
 - > 第六章 / 公民權利
 - 減少旅行條例
 - 區畫藝術試驗計劃
 - 公共信息/媒體查詢
 - 道路恢復債券計劃
 - 自行車和行人計劃
 - 交通工程
 - 工程
 - 風景
 - 管理服務
 - 地圖和記錄
 - 帕克圖森
 - 房地產
 - 區域交通管理局
 - 小型無線設施
 - 小基站 - 常見問題和信息
 - 特別活動和遊行
 - 街道和交通維護
 - 過境服務司
 - 交通規劃
 - 交通項目

1964年《民權法案》第六章是圖森交通運輸部 (DTM) 外部非歧視計劃的主要法律授權。第六章禁止在接受聯邦財政援助的計劃或活動中基於種族、膚色、性別或國籍的歧視。一旦一個機構接受了聯邦資金，它的所有計劃和活動都被涵蓋，無論其資金來源如何。第六章下的相關法規和總統行政命令涉及少數族裔和低收入人群的環境正義 (EJ)，並為英語能力有限 (LEP) 的個人、婦女和殘疾人提供服務。

- 非歧視政策聲明
- 第六篇自我識別調查 (英語和西班牙語)
- 2020年第六章簽署保證
- 2020年第六篇年度報告
- 2020年簽署的 Title VI 非歧視計劃 (2020年7月28日)

提交第六篇投訴

任何認為他或她，無論是作為任何特定類別的人的成員，還是與任何少數族裔承包商有關的個人，都受到了1964年民權法案第六章和民權恢復所禁止的歧視1987年法案可以免費提出投訴。必須在180個日曆日內親自或通過美國郵政提出正式投訴。指稱的歧視行為的日期，或指稱的歧視為投訴人所知的日期，或行為持續的日期，行為停止的日期或行為的最新實例。該時間範圍由49 CFR 21.11(b) 規定。為方便起見，請訪問 DTM 位於公共工程大樓的主辦公室，地址為 201 N. Stone Ave., 6th Floor, Tucson, AZ 85701。DTM 不接受通過電子郵件發送的機密信息。

- [提交第六篇投訴 \(PDF 表格\)](#)

請將投訴或問題提交至：

Jesse Soto
 DTM Title VI Coordinator
 Public Works Building
 201 N. Stone Ave., 6th Floor
 Tucson, AZ 85701
 520-791-4371
 傳真 520-791-4608
Jesse.Soto@tucsonaz.gov

聯繫信息

201 N. Stone Ave. 6th Floor
 Tucson, AZ 85701
 郵政信箱 阿拉莫達，導流
 (520) 791-4371
 傳真：(520) 791-5902 工作
 時間：MF 上午 8 點至下午 5 點
TDOTconcerns@tucsonaz.gov

- 相關鏈接**
- 舉報偷竊
 - 取得施工許可證
 - 在市中心尋找停車位
 - 支付交通和停車票
 - 聯繫運輸
 - 圖森區 10 號州際公路項目
 - 圖森市中心項目狀態
 - 施工及檢驗信息
 - 計劃庫
 - 公共文件




- [Gobierno](#)
- [Negocio](#)
- [Información de la ciudad](#)
- [Departamentos](#)
- [Alcalde y Consejo en vivo](#)

 Spanish | ▼

Título VI / Derechos civiles

Departamento de Transporte (TDOT)

- Prop 101: Tucson entrega
- Sobre TDOT
- > [Título VI / Derechos civiles](#)
 - [Ordenanza de reducción de viajes](#)
 - [Programa piloto de arte mural](#)
- [Información pública / Consultas de medios](#)
- [Programa de Bonos de Recuperación de Carreteras](#)
- [Programa de bicicletas y peatones](#)
- [Ingeniería de tráfico](#)
- [Ingeniería](#)
- [Paisaje](#)
- [Servicios de administración](#)
- [Mapas y registros](#)
- [Park Tucson](#)
- [Bienes raíces](#)
- [Autoridad de transporte regional](#)
- [Pequeñas instalaciones inalámbricas](#)
- [Eventos especiales y desfiles](#)
- [Calles y Mantenimiento de Tráfico](#)
- [División de Servicios de Tránsito](#)
- [Planificación de transporte](#)
- [Proyectos de transporte](#)

El Título VI de la Ley de Derechos Civiles de 1964 es la principal autoridad legal para los programas externos de no discriminación del Departamento de Transporte de Tucson. El Título VI prohíbe la discriminación por motivos de raza, color, sexo u origen nacional en programas o actividades que reciben asistencia financiera federal. Una vez que una agencia acepta fondos federales, todos sus programas y actividades están cubiertos, independientemente de su fuente de financiamiento. Los estatutos relacionados y las órdenes ejecutivas presidenciales bajo el paraguas del Título VI abordan la justicia ambiental (EJ) en poblaciones y servicios minoritarios y de bajos ingresos para aquellas personas con dominio limitado del inglés (LEP), mujeres y discapacitados.

- [Declaración de política de no discriminación](#)
- [Encuesta de autoidentificación del Título VI \(inglés y español\)](#)
- [Plan de no discriminación 2019 \(actualizado el 1 de agosto de 2019\)](#)
- [Garantías firmadas 2019](#)
- [Informe anual 2019](#)

Presentar una queja de Título VI

Cualquier persona que crea que él o ella, ya sea individualmente, como miembro de una clase específica de personas, o en relación con cualquier contratista minoritario, ha sido objeto de discriminación prohibida por el Título VI de la Ley de Derechos Civiles de 1964 y la Restauración de los Derechos Civiles La Ley de 1987 puede presentar una queja sin cargo. Una queja formal debe presentarse en persona o por correo postal dentro de los **180 días calendario** del presunto acto de discriminación o de la fecha en que la supuesta discriminación llegó a ser conocida por el (los) demandante (s), o cuando ha habido un curso de conducta continuo, la fecha en que se suspendió la conducta o la última instancia de la conducta. Este plazo está prescrito por 49 CFR 21.11 (b). Para su comodidad, visite la oficina principal de TDOT en el Edificio de Obras Públicas, 201 N. Stone Ave., 5th Floor, Tucson, AZ 85701. *TDOT no acepta información confidencial por correo electrónico.*

- [Envíe una queja de Título VI \(formulario PDF\)](#)

Por favor envíe sus quejas o preguntas a:

Jesse Soto
 TDOT Coordinador del Título VI
 Edificio de Obras Públicas
 201 N. Stone Ave., 5to piso
 Tucson, AZ 85701
 520-791-4371
 FAX 520-791-4608
Jesse.Soto@tucsonaz.gov

Información del contacto

201 N. Stone Ave. 6th Floor
 Tucson, AZ 85701
 Diana Alarcon, directora
 (520) 791-4371

enlaces relacionados

- [Report Graffiti](#)
- [Obtener permisos de construcción](#)
- [Encuentra estacionamiento en el centro](#)

TITLE VI NON-DISCRIMINATION PLAN

OEOP Programs – City of Tucson

<https://www.tucsonaz.gov/oeop>

Secure | <https://www.tucsonaz.gov/oeop>

 CITY OF TUCSON

Search [tucsonaz.gov](#)

Tucson Cares

Government | Neighborhoods | Business | City Info | Departments | I Want To...

Office of Equal Opportunity Programs

Americans with Disabilities Act (ADA)
> Limited English Proficiency (LEP)
Chapter 17 Complaints

Select Language ▼

Limited English Proficiency (LEP)

Section 602 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d states that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." This law was established to ensure that persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English be afforded meaningful access to programs, services and/or activities and information provided by any entity receiving federal financial assistance.

On August 11, 2000, Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency" was issued to extend the requirements under Title VI to all federal agencies, programs, and activities. Executive Order 13166 also requires all federal agencies that provide financial assistance to non-federal entities to publish guidance on Title VI compliance.

The City of Tucson is committed to ensuring that it complies with the provisions set forth by Title VI and Executive Order 13166 within the City's level of authority. Each City facility has a designated LEP Liaison to assist members of the community with ensuring meaningful access to its department's programs, services/activities. The Office of Equal Opportunity Programs is responsible for monitoring the City's LEP compliance efforts.

If you feel that you have not been provided meaningful access to any City program, service/activity, contact (520) 791-4593.

[LEP Complaint Form \(pdf\)](#)

[LEP Complaint Form SPANISH \(pdf\)](#)

[LEP Liaisons \(pdf\)](#)

<h4>Contact Information</h4> <p><i>Office of Equal Opportunity Programs</i> City Hall 255 W. Alameda, 4th Floor Tucson, AZ 85701 (520) 791-4593 Fax (520) 791-5140 TTD (520) 791-2639</p> <p><i>Independent Police Auditor & Civilian Investigator</i> City Hall 255 W. Alameda Tucson, AZ 85726-7210 (520) 837-4003 Fax (520) 791-5198</p>	<h4>Related Links</h4> <p>U.S. Department of Justice Title VI Legal Manual, January 11, 2001 edition Executive Order 13166 Title VI of the Civil Rights Act of 1964 Welcome Tucson Immigrants Bienvenido a Tucson ADA Public Notice </p> <p>Equal Employment Opportunity Plan Summary FY 2015-2016PDF</p> <p>City of Tucson Disparity Study Report </p>	<p>City of Phoenix Equal Opportunity Department ADA U.S. Department of Labor Arizona Center for Disability Law Sun Van - ADA Office Sun Tran - ADA Office Transit Division - ADA Office Tucson Commission on Disability Issues (CODI) Citizen Police Advisory Review Board (CPARB) Web Site Equal Employment Opportunity Plan (EEOP) Utilization Report for Tucson Police </p>
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TITLE VI NON-DISCRIMINATION PLAN

APPENDIX O – CITY OF TUCSON ADMINISTRATIVE DIRECTIVES

<https://www.tucsonaz.gov/hr/administrative-directives>



Human Resources

- Online Employment System
- Employment FAQ
 - Civil Service Rules (pdf)
- Benefits Snapshot
- City Employee & Retiree Insurance Benefits
- Retirement Benefits
- Classification, Compensation, & Salary
- Equal Opportunity Programs
- Staff Directory

Administrative Directives

All ADs have been collated into one document to make it easier to search the entire set. Click on the AD Book below.



Equal Opportunity Programs

2.05-2	Reasonable Accommodation of Applicants and Employees with Disabilities	02/01/2016
2.05-8	Discrimination/Harassment Policy	02/08/2012
2.05-9	Services for Language Access Policy for Limited English Proficiency (LEP)	07/14/2008
2.05-10	Americans with Disabilities Act (ADA) Compliance with Title II - Public Services	10/24/2014
2.05-11	Employee Mediation Program	02/03/2014

APPENDIX P – CITY OF TUCSON DBE STATEMENT



CITY OF
TUCSON

OFFICE OF EQUAL OPPORTUNITY PROGRAMS
AND INDEPENDENT POLICE REVIEW

**CITY OF TUCSON
POLICY STATEMENT**

**U.S. Department of Transportation
DBE Diversity Program for Contracts**

The City of Tucson has received federal financial assistance from the Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA) of the U.S. Department of Transportation (DOT) and has established a Disadvantaged Business Enterprise (DBE) Diversity Program for contracts in accordance with regulations of the U.S. DOT, 49 CFR 26. The Program applies to all City and subrecipient contracts that are funded, in whole or in part, by U.S. DOT federal financial assistance.

It is the policy of the City of Tucson to ensure that DBEs, as defined in 49 CFR 26, have an equal opportunity to receive and participate in DOT-assisted contracts. To achieve this the City will strive:

1. To ensure nondiscrimination in the award and administration of DOT-assisted contracts on the basis of race, color, sex, or national origin;
2. To create a level playing field on which DBEs can compete fairly for DOT-assisted contracts;
3. To ensure that the DBE Program is narrowly tailored in accordance with applicable law;
4. To ensure that only firms that fully meet 49 CFR 26 eligibility standards are permitted to participate as DBEs;
5. To help remove barriers to the participation of DBEs in DOT-assisted contracts; and
6. To assist the development of firms that can compete successfully in the market place outside the DBE Program.



APPENDIX Q – TITLE VI PRESENTATION PROVIDED TO DTM EMPLOYEES



Title VI
of the Civil Rights Act
of 1964

Presented by Jesse Soto
City of Tucson Department of Transportation and Mobility

Title VI of 1964 Civil Rights Act

Title VI of the Civil Rights Act of 1964 is the federal law that **protects individuals and groups** from discrimination on the basis of their **race, color and national origin** in programs and activities that receive federal financial assistance. However, the Federal Highway Administration's (FHWA) reference to Title VI includes other civil rights provisions of federal statutes and related authorities to the extent that they prohibit discrimination in programs and activities receiving federal financial assistance.

What is covered under Title VI?

A program or agency must:

- Provide a service, aid, or benefit;
- May include education or training, work opportunities, health, welfare, rehabilitation, housing or other services

Project Data and Analysis

Project scope

- A federally assisted program include any highway, project, program or activity for the provision of services and for other benefits

Data collection

- Statistical data on race and sex will be gathered and maintained by the DTM Title VI Coordinator, from the public outreach meetings and contract reviews and beneficiaries of FHWA federal aid projects

Analyzing project data

- Program reviews will be conducted based on the annual summary of Title VI activities, achievements and complaints. The reviews will be handled by the Title VI Coordinator to ensure compliance of Title VI provisions. The special emphasis groups will have quarterly reviews of their data collected as it relates to Title VI demographics

Remix Link: <https://platform.remix.com/?explore=true&latlng=32.22394,-110.93269,14.856>

TITLE VI NON-DISCRIMINATION PLAN

Public Meeting Summary Form

Instructions for Project Manager:

- Fill out this form as you prepare for your public meeting (to include public hearing, open house or town hall; not required for ribbon cuttings or ceremonial events).
- Once the public meeting has been completed, return this form to Jesse Soto along with all collected Title VI Survey Forms within 14 days of your public meeting.

Project Name _____
 Project Manager _____
 Purpose of Public Meeting _____
 Date _____
 Time _____
 Location _____
 Public Relations Firm? Gordley Kaneen Geo & Assoc. None

Before the Meeting:

Ensure mailing and website postings have the required statement "If you require a foreign language interpreter..." **Document any requests for accommodations & notify Jesse.**

Determine the department vital documents and provide them in languages based on the LEP population to be served.

Work with Jesse Soto prior to sending out invitations to ensure that the public meeting is posted on our social media pages, internet and new releases.

During the Meeting:

Display Title VI Poster/Brochures

Make Title VI Survey Forms Available for Participants

Count the total number of attendees _____

After the Meeting:

Turn this form into Jesse Soto along with collected Title VI Survey Forms.

If possible take pictures of display & email to Jesse.

Where to find this form and additional resources-

<https://intranet.tucsonaz.gov/tdot/employee-relations-and-development>
<https://www.tucsonaz.gov/tdot/title-vi>

CITY OF TUCSON _____ **DEPARTMENT OF TRANSPORTATION**
 07.26.18

SELF-IDENTIFICATION SURVEY

Thank you for attending this public meeting. Please take a few minutes to help us provide you with more meaningful services.

Completing this survey is voluntary. If you choose to respond, please mark all that apply.

ETHNICITY/RACE:

African American/Black
 American Indian/Alaskan Native
 Native Hawaiian/Other Pacific Islander
 Asian
 Hispanic/Latino
 White

AGE: Under 20 21-39 40-64 65+

SEX: Female Male

The Tucson Department of Transportation's (TDOT) goal is to ensure that every effort will be made to prevent discrimination through the impact of its programs, policies, and activities.

TDOT will take reasonable steps to provide accommodations based on language or disability. Requests should be made as early as possible to ensure TDOT has an opportunity to address the accommodation.

By completing this voluntary survey, TDOT will be able to determine who attends its public meetings and how the department can improve participation. The survey will also help TDOT fulfill federal reporting requirements.

TITLE VI -- KNOW YOUR RIGHTS
 Title VI of the 1964 Civil Rights Act, as amended, 42 USC 2000d, and U.S. Department of Transportation regulations provide that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Title VI authorities:

- Federal-Aid Highway Act of 1973
- Section 504 of the Rehabilitation Act of 1973
- Americans with Disabilities Act of 1990
- Executive Orders 12898 & 13166

Thank you! Your input is appreciated.
tucsonaz.gov
 May 2017

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Thank you! Your input is appreciated.
tucsonaz.gov
 May 2017

Ensuring Compliance

We must make sure that all recipients receive:

1. Equal treatment
2. Equal access
3. Equal Rights
4. Equal Opportunities

This should be the case regardless of the recipient's race, color, or national origin which includes any applicable limited English proficiency!

In public outreach meetings and contract reviews and beneficiaries of FHWA federal aid projects, DTM staff will provide the following:

1. Survey Identification Cards
2. Public Meeting Summary Forms
3. Provide verbiage of accommodation requests

For accommodation, materials in accessible formats, foreign language interpreters and/or materials in a language other than English, please contact Jesse Soto at **520-791-4259** or **jesse.soto@tucsonaz.gov** at least one week prior to the public meeting.

Masks are required! We will have extra masks at the event if you forget yours.

Para acomodaciones especiales, materiales en formatos accesibles, intérpretes de idiomas extranjeros y/o materiales en un idioma que no sea inglés, favor de comunicarse con Jesse Soto al 520-791-4259 o jesse.soto@tucsonaz.gov por lo menos una semana antes del evento público

¡Se requieren máscaras! Repartiremos máscaras adicionales en el evento por si olvidas la tuya.

Title VI Compliant Process

- If you are contacted or informed that someone would like to file a Title VI complaint, please explain the process and provide the relevant forms without hesitation. All complaints must be in writing and signed by complainant!
- The Title VI Compliant form can be found on our website
 - <https://www.tucsonaz.gov/tdot/title-vi-civil-rights>
- The complaint form must be completed in its entirety. The information requested is necessary in order to process the complaint. If assistance with completing the form, please contact the compliance officer:
 - Jesse Soto Jesse.Soto@tucsonaz.gov (520) 400-9718
- Failure to comply with Title VI may lead to:
 - Federal funds being withheld from the department until compliance is achieved;
 - and/or Federal funds being cancelled, terminated, or suspended in whole or in part.
- Compliance is necessary! Failure to comply will result in a detrimental impact on services provided to City of Tucson citizens.

Limited English Proficiency (LEP)

- There is an understanding of the importance of language access to Federal programs and Federally-assisted programs. As a result, recipients and sub recipients must take reasonable steps to ensure that individuals that do not speak, read, write or understand English as a primary language have access to information on federally assisted programs and services. Failure to allow participation may be a Title VI violation.
- In case of any Spanish language requests, please contact:
 - LEP Coordinator:
 - Kristina Othon Kristina.Othon@tucsonaz.gov (520) 837-6553
 - Public Information Coordinator:
 - Amanda Valenzuela Amanda.Valenzuela@tucsonaz.gov (520) 600-8229

Questions?

APPENDIX R – LEP PRESENTATION PROVIDED TO DTM EMPLOYEES



DEPARTMENT OF TRANSPORTATION AND MOBILITY (DTM)

Limited English Proficiency Program
(LEP)

Kristina Othon, DTM LEP Liaison
2021

What is LEP?

The federal government and those entities receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have **meaningful** access to the programs, services, and information those entities provide. The City of Tucson is one of those entities.

This requires entities to develop creative solutions to address the needs of an ever-growing population of individuals whose primary language is not English.

Who is a Limited English Proficient Person?

Persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or (LEP).

These individuals are entitled to free language assistance with respect to a particular type of service, benefit, activity or program they encounter when interacting with the City of Tucson.

Qualified Beneficiaries

- United States citizenship does not determine whether a person is LEP.
- It is possible for a person who is a United States citizen to be limited in their proficiency of English communication skills.
- It is also possible for a person who is not a United States citizen to be fluent in the English language.
- Title VI of the Civil Rights Act of 1964 is interpreted to apply to citizens, documented non-citizens, and undocumented non-citizens.
- Unless citizenship or immigrant status is stipulated, Title VI LEP obligations apply to every beneficiary who meets the program requirements, regardless of the beneficiary's citizenship status.

LEP Compliance

- COT Administrative Directive 2.05-9
- Title VI of the Civil Rights Act of 1964
- Executive Order 13166



Who Must Comply ?

All programs and operations of entities that receive assistance from the federal government (i.e. recipients), including:

- State agencies
- Local agencies
- Private and nonprofit entities
- Sub recipients (entities that receive federal funding from one of the recipients listed above) also must comply.

DTM Employee SOP

1. Identify the department LEP Liaison(s)
2. Review department LEP Plan
3. When you encounter a LEP customer:
 - Identify the language
 - Assess the type of language and information LEP customer might request
4. Understand confidentiality and impartiality
5. Track and Report all LEP activity



DTM LEP Liaisons

Kristina Othon – Staff Assistant

ext. 7-6553 kristina.othon@tucsonaz.gov

Amanda Valenzuela – Public Information Coordinator

Cell (520) 600-8229

amanda.valenzuela@tucsonaz.gov

Understand LEP Plan

The DTM LEP Plan is posted on the department web site.

Please take time to review the plan and contact your LEP Liaison(s) with any questions.

DTM Certified Spanish Speaking Employees

Name	Phone	Email
John Cahill	837-6768 / 561-0605 (cell)	John.Cahill@tucsonaz.gov
Denisa Campas	837-6516	Denisa.Campas@tucsona.gov
Jose Gomez	791-5071 / 400-0483 (cell)	Jose.Gomez@tucsonaz.gov
Lucy Inzunza	837-6615 / 334-5175 (cell)	Lucy.Inzunza@tucsonaz.gov
Jozett Keena	837-6707 / 334-8484 (cell)	Jozett.Keena@tucsonaz.gov
Pete Leon	791-3154 / 419-5489 (cell)	Pete.Leon@tucsonaz.gov
Francisco Leyva	837-6672 / 237-6793 (cell)	Francisco.Leyva@tucsonaz.gov
Liz Olivo	837-6717	Liz.Olivo@tucsonaz.gov
Manuel Ortega	791-3191 / 419-7202 (cell)	Manuel.Ortega@tucsonaz.gov
MaryLou Ramirez	837-6798 / 349-4486 (cell)	MaryLou.Ramirez@tucsonaz.gov
Terri Romero	837-6577 / 867-1661 (cell)	Terri.Romero@tucsonaz.gov
Abelardo Rosales	850-1810 (cell)	Abelardo.Rosales@tucsonaz.gov
Christina Runyan	837-6693	Christina.Runyan@tucsonaz.gov
Cesar Salmeron	837-6806	Cesar.Salmeron@tucsonaz.gov
Blanca Valenzuela	791-5409	Blanca.Valenzuela@tucsonaz.gov

LEP Procedure 1/3

SPANISH SPEAKING LEP – ALL REQUESTS

1. Spanish-speaking LEP persons requiring language assistance may contact one of the identified DTM certified Spanish speaking staff-members.
2. Forms and documents vital to DTM services, activities and programs will be made available in Spanish.
3. American Sign Language (ASL) - For customers communicating with sign language, communication in writing will be attempted; otherwise, the **Language Solutions Quick Reference Guide** will be followed.

LEP Procedure 2/3

NON - SPANISH SPEAKING LEP – ALL REQUESTS

1. NON- Spanish LEP persons - Staff will use **Language Identification Cards** to assist the customer to identify their native language.
2. Once language is identified staff will use the **Language Solutions Quick Reference Guide** to provide service.
3. American Sign Language (ASL) - For customers communicating with sign language, communication in writing will be attempted; otherwise, the **Language Solutions Quick Reference Guide** will be followed.

LEP Procedure 3/3

DTM Sponsored PUBLIC MEETINGS - ACTIVITIES - PROGRAMS

Assisting LEP customers at any DTM public meetings or department sponsored activities or programs:

1. LEP persons must request language assistance at least five **(5) business days** in advance of the event via the department LEP Liaisons.
2. DTM will ensure all meetings conducted by the department and open to the public, include the following statements in meeting notices:

For wheelchair accommodations, materials in accessible formats, and/or materials in a language other than English or an ASL translator, please contact _____ (name, phone number and e-mail address of staff member leading the meeting), or (520) 791-2639 for telecommunications device for the deaf (TDD), no later than _____ (date, which is five business days prior to meeting date).

Para solicitar acomodamiento de sillas de ruedas, materiales en formatos accesibles, y/o materiales en español o , por favor comuníquese con _____ (name, phone number and e-mail address of staff member leading the meeting), o si tiene un aparato de telecomunicaciones para los sordos, llame at (520) 791-2639, a más tardar el _____ (date, which is five business days prior to meeting date).

3. The Office of Equal Opportunity Programs (OEOP) is available to assist with procuring LEP language services if requested.

Confidentiality and Impartiality

- Utilize qualified and competent translator and or interpreters when dealing with critical matters and or confidential information.
- Informal or professional interpreters shall treat LEP customers equally, impartially and fairly.

Track and Report

- Track the number of LEP encounters; type of service and language requested; and total amount of money spent on language services.
- It is the departments responsibility to track and report in case of an audit.
- Report any issues or LEP complaints to the department LEP Liaison or Office of Equal Opportunity Programs (OEOP).



- ✓ LEP Complaint form can be found on the OEOP web site.

City Manager's Office Support

Office of Equal Opportunity Programs Limited English Proficiency (LEP) Program

For assistance contact:

Will Rivera, OEOP LEP Liaison	(520) 837-4010
Rebecca Hill, Director OEOP	(520) 837-4170
Confidential Phone Line	(520) 791-4593

LEP Resources

- Language Identification Cards
- Oral Interpretation Services
- Written/Audio Translation and Transcription Services
- ASL – American Sign Language

Language Identification Cards 1/4

<input type="checkbox"/>	Arabic	أنا أتحدث اللغة العربية
<input type="checkbox"/>	Armenian	Ես խոսում եմ հայերեն
<input type="checkbox"/>	Bengali	আমি বাংলা কথা বোলতে পারী
<input type="checkbox"/>	Cambodian	ខ្ញុំនិយាយភាសាខ្មែរ
<input type="checkbox"/>	Chamorro	Motka i kahhon ya yangin untungnu' manaitai pat untungnu' kumentos Chamorro
<input type="checkbox"/>	Dinka	Riŋp êkênê yic të yijam në thunjäy ye tók, ku kor raan Bì yí geer thok.
<input type="checkbox"/>	Simplified Chinese	如果你能读中文或讲中文，请选择此框。
<input type="checkbox"/>	Traditional Chinese	如果你能讀中文或講中文，請選擇此框。
<input type="checkbox"/>	Croatian	Govorim hrvatski
<input type="checkbox"/>	Czech	Mluvím česky
<input type="checkbox"/>	Dutch	Ik spreek het Nederlands
<input type="checkbox"/>	English	I speak English

TITLE VI NON-DISCRIMINATION PLAN

Language Identification Cards 2/4

<input type="checkbox"/>	Farsi	من فارسی صحبت می کنم
<input type="checkbox"/>	French	Je parle français
<input type="checkbox"/>	German	Ich spreche Deutsch
<input type="checkbox"/>	Greek	Μιλώ τα ελληνικά
<input type="checkbox"/>	Haitian Creole	M pale kreyòl ayisyen
<input type="checkbox"/>	Hindi	मैं हिंदी बोलता हूँ ।
<input type="checkbox"/>	Hmong	Kuv has lug Moob
<input type="checkbox"/>	Hungarian	Beszélek magyarul
<input type="checkbox"/>	Ilocano	Agsaonak ti Ilokano
<input type="checkbox"/>	Italian	Parlo italiano
<input type="checkbox"/>	Japanese	私は日本語を話す
<input type="checkbox"/>	Korean	한국어 합니다

Language Identification Cards 3/4

<input type="checkbox"/>	Laotian	ຂ້ອຍປາກພາສາລາວ
<input type="checkbox"/>	Polish	Mówię po polsku
<input type="checkbox"/>	Portuguese	Eu falo português do Brasil <i>(for Brazil)</i>
<input type="checkbox"/>	Portuguese	Eu falo português de Portugal <i>(for Portugal)</i>
<input type="checkbox"/>	Romanian	Vorbesc românește
<input type="checkbox"/>	Russian	Я говорю по-русски
<input type="checkbox"/>	Serbian	Ja говорим српски
<input type="checkbox"/>	Slovak	Hovorím po slovensky
<input type="checkbox"/>	Spanish	Yo hablo español
<input type="checkbox"/>	Somali	Waxaan ku hadlaa af-Soomaali
<input type="checkbox"/>	Tagalog	Marunong akong mag-Tagalog
<input type="checkbox"/>	Thai	พูดภาษาไทย

TITLE VI NON-DISCRIMINATION PLAN

Language Identification Cards 4/4

<input type="checkbox"/>	Tongan	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga
<input type="checkbox"/>	Ukrainian	Я розмовляю українською мовою
<input type="checkbox"/>	Urdu	میں اردو بولتا ہوں
<input type="checkbox"/>	Vietnamese	Tôi nói tiếng Việt
<input type="checkbox"/>	Yiddish	איך רעד יידיש
<input type="checkbox"/>	American Sign Language	  <small>I, ME SIGN, SIGN LANGUAGE</small>

Oral Interpretation Services

CONTRACT SUMMARY DOCUMENT

Contract # 192093
Contract Title: Phone Oral Interpretation Services

Shared Services - Procurement has piggybacked onto the Arizona State Procurement cooperative contract # ADSP018-00008136 for the purchase of Statewide Foreign Language Interpretation and Translation Services. Contractors are as follows:

Good/Service	Contractor	Purchase Order #	Contact person	Contractor Address
Phone Oral Interpretation Services	Language Line Services	41208	Joe Matthews J.Matthews@languageline.com (831) 648-7140	One Lower Ragsdale Drive, Bldg. 2 Monterey, CA 93940

How to use this contract:

Summary Description	To provide Statewide Foreign Language Interpretation and Translation Services, which in general terms includes various types of in-person and over-the-phone interpretation services as well as document translation services.
Services	Services for various types of in-person and over-the-phone interpretation services as well as document translation services.
Contract Term	19-month agreement from January 1, 2019 through August 28, 2020 until new Oral Interpretation Services and Written/Audio Translation and Transcription Services QVL created for City of Tucson.
Pricing	Service rate pricing can be found at the following link: https://tucsonprocurement.com/ContractImages/Price_13578_4246_Language%20Line%20BA-FO%20Price%20sheet.pdf
Ordering	Ordering service is on demand so when an interpreter is needed call a toll free number that has been assigned, enter the Client ID (account number), identify what language is needed and an interpreter is conferenced on the call.

Oral Interpretation Services – Quick Guide

QUICK REFERENCE GUIDE



Language Line
1-800-752-6096

City of Tucson - Department of Transportation and Mobility

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize Language Line® Over-the-phone Interpretation Service.

WHEN RECEIVING A CALL:

1. Use Conference Hold to place the limited English speaker on hold.
2. Dial: **1-877-245-0386**
3. Enter on your telephone keypad or provide the representative:
 - 6-digit Client ID: **581106**
 - Tell the operator your organization: **City of Tucson – Department of Transportation and Mobility**
 - Tell the operator what language you need or Press 1 for Spanish
 - Press 2 for all other languages and speak the name of the language you need at the prompt. Please provide your personal code.

An Interpreter will be connected to the call.
4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. ADD THE limited-ENGLISH SPEAKER to the line.
6. Say "End of Call" to the Interpreter when the call is completed.

NOTE: When placing a call to a limited-English speaker, begin at Step 2. If you need assistance placing a call to a limited-English speaker, please inform the interpreter at the beginning of the call.

IMPORTANT TIPS:

UNKNOWN LANGUAGE – If you do not know which language to request, our representative will help you.

LINE QUALITY PROBLEMS – If you have problems before reaching a representative, press "0" to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an Interpreter call Customer Service at 1-800-752-6096.

WORKING WITH AN INTERPRETER – Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL – Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION – Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

DEMONSTRATION LINE – To hear a recorded demonstration of over-the-phone interpretation call our demonstration line at 1-800-956-6806 or visit our website at www.LanguageLine.com

DOCUMENT TRANSLATION – We also provide written translation services, for more information please contact our Document Translation Department at 1-888-763-3364 or email translation@language.com

CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call Customer Service at 1-800-752-6096.

Language Line Services • 1 Lower Ragsdale Drive, Bldg. 2 • Monterey, CA 93940

www.LanguageLine.com revised 09-16-2021

Oral Interpretation Services and Written/Audio Translation and Transcription Services Contract No. 202372 - Qualified Vendor List

Please refer to contract for pricing. www.TucsonProcurement.com

Vendor	Type of Provider	Languages Provided	Category	Services
Aztec Language Solutions (01) Phone: (520) 971-2993 Email: levinson68@gmail.com PO# 41844	Sole Provider	• Spanish	• City Court • Jail	• Interpretation
Concepcion Zepeda (02) Phone: (928) 329-1230 Phone: (928) 580-8539 Email: cjzepeda60@gmail.com PO# 41858	Sole Provider	• Spanish	• City Court • Jail	• Interpretation
Catholic Community Services of So. AZ dba Community Outreach Program for the Deaf (03) Phone: (520) 792-1906 ext 7353 Fax: (602) 273-1872 Email: cindyw@vcdaz.org PO # 41860	Multiple Providers	• ASL • Legal Interpreter A, B, C, D	• All Departments	• Interpretation
Ellis Translations (04) Phone: (760) 224-9348 Email: desirae@ellistranslations.com PO# 41857	Multiple Providers	• Spanish • Other	• City Court	• Written Translation Spanish • Audio Transcription English to Spanish/Other
Flix Translations (05) Phone: (305) 760-4751 Sava.Charles@FlixTranslations.com PO# 41845	Multiple Providers	• Spanish • Other	• All Departments	• Written Translation -Spanish/Other • Audio Transcription -English to Spanish/Other

TITLE VI NON-DISCRIMINATION PLAN

Oral Interpretation Services and Written/Audio Translation and Transcription Services - 2

Gallego & Associates (06) Phone: (520) 318-3272 (520) 977-3949 Email: mgal344597@aol.com PO# 41846	Sole Provider	<ul style="list-style-type: none"> • Spanish 	<ul style="list-style-type: none"> • City Court • Other Departments 	<ul style="list-style-type: none"> • Interpretation
Latitude Prime (07) Phone: 888-341-9080 ext 501 Fax: 888-341-9120 Email: elle@latitudeprime.com PO# 41847	Multiple Providers	<ul style="list-style-type: none"> • Spanish • Other 	<ul style="list-style-type: none"> • All City Departments 	<ul style="list-style-type: none"> • Written Translation -Spanish/Other • Audio Transcription -Spanish/Other
Laurie Ann Loux (08) Phone: (520) 239-6759 Email: laurieloux@hotmail.com PO# 41848	Sole Provider	<ul style="list-style-type: none"> • Spanish 	<ul style="list-style-type: none"> • All City Departments 	<ul style="list-style-type: none"> • Interpretation
Linqua Translations Interpretation Services (09) Phone: (602) 885-5886 Fax: (866) 273-3079 PO# 41856	Multiple Provider	<ul style="list-style-type: none"> • Spanish • ASL • Legal Interpreter A, B, CDI/Class D 	<ul style="list-style-type: none"> • All City Departments • Jail 	<ul style="list-style-type: none"> • Written Translation -Spanish/Other • Audio Transcription -English to Spanish/Other
MJ Interpretation (10) Phone: (520) 272-2852 Email: mariajorduno@gmail.com PO# 41849	Sole Provider	<ul style="list-style-type: none"> • Spanish 	<ul style="list-style-type: none"> • All City Departments • Jail 	<ul style="list-style-type: none"> • Interpretation • Written Translation -Spanish
Sandra Padilla (11) Phone: (520) 400-2951 Email: Sandrapadilla10@msn.com PO# 41850	Sole Provider	<ul style="list-style-type: none"> • Spanish 	<ul style="list-style-type: none"> • All City Departments • Jail 	<ul style="list-style-type: none"> • Interpretation
Saphyr Interpreters (12) Phone: (520) 275-9623 Email: MLh.deguzman@gmail.com PO# 41859	Sole Provider	<ul style="list-style-type: none"> • Spanish 	<ul style="list-style-type: none"> • All City Departments 	<ul style="list-style-type: none"> • Interpretation

Oral Interpretation Services and Written/Audio Translation and Transcription Services - 3

Lourdes Machado (13) Phone: (520) 484-6495 Email: LourdesMachado50@msn.com PO# 41863	Sole Provider	<ul style="list-style-type: none"> • Spanish 	<ul style="list-style-type: none"> • City Court • Jail 	<ul style="list-style-type: none"> • Interpretation • Written Translation -Spanish
Lionor Gomez (14) Phone: (520) 204-5884 Phone: (520) 883-4044 Email: ljogomez1@yahoo.com PO# 41851	Sole Provider	<ul style="list-style-type: none"> • Spanish 	<ul style="list-style-type: none"> • City Court • Jail 	<ul style="list-style-type: none"> • Interpretation • Written Translation -Spanish
Green Translations (15) Phone: (323) 940-4200 F (323) 940-4210 E: Fd@green-translations.com PO# 41854	Multiple Provider	<ul style="list-style-type: none"> • ASL 	<ul style="list-style-type: none"> • All City Departments 	<ul style="list-style-type: none"> • Written Translation -Spanish • Audio Transcription -Spanish/other
Danitza Elias (16) Phone: (520) 271-2548 Email: danitzaelias@hotmail.com PO# 41855	Sole Provider	<ul style="list-style-type: none"> • Spanish 	<ul style="list-style-type: none"> • All City Departments • Jail 	<ul style="list-style-type: none"> • Written Translation -Spanish • Audio Transcription -Spanish

QUESTIONS?



DTM LEP Presentation